



FRIEDMAN,
FRIEDMAN & LONG, P.A.
ATTORNEYS & COUNSELORS

January 9, 2015

VIA FEDEX

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COMMISSION
CLERK

Carlotta S. Stauffer, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: Docket No. 140060-WS - Application for increase in Water and Wastewater rates in Seminole County by Sanlando Utilities Corporation
Our File No. 30057.214

Dear Ms. Stauffer:

The following are Sanlando Utilities Corporation's partial responses to the Staff's Third Data Request dated December 9, 2014 (the remaining responses will be file shortly):

For questions 1-4 please refer to Sanlando's responses (filed on September 8, 2014) to Staff's Second Data Request.

1. Sanlando's response to request No. 1 states:
[I]t is fair to assume that as much as 125 million gallon overage was caused by delivery of water on a continuous basis through the 6" pipe.
Please provide the calculations that resulted in the 125 million assumption.
Response: Approximately 63.603 million gallons, or 2.88%, more water was sold or accounted for in "Other Uses" than was pumped during the Test Year. There are about 10,000 water meters in use that vary in age from less than one year to more than 20 years of service, which implies that the aggregate percentage of meter accuracy across the whole customer base is something less than 100%. The estimated overage of 125 million gallons simply reflects the fall out adjustment that would result by assuming that the true aggregate accuracy of the meters during the test year was 97.1% and taking into account the large number of old and inaccurate water meters that have been replaced with new water meters since 2010.

2. Please provide an electronic copy, with formulas intact, of the spreadsheet attached to Sanlando's response to request No. 2 titled "Chemical Expense MOR."

Response: An electronic copy has been provided directly to Staff.

3. Sanlando's response to request No. 2 Part b. states:
[I]t would be appropriate to assume that the aggregate percentage of unaccounted for water is approximately 2.78% or roughly midway between the minimum and maximum

meter accuracy limits specified in Chapter 25-30.262, Meter Accuracy Requirements, for new displacement meters.”

Please provide the calculations that resulted in the 2.78% approximation.

Response: Please see attached Exhibit 3, Revised Schedule F-1, which identifies the percentage of Unaccounted For Water (UFW) in the Test Year as being -2.88% before any adjustment is made in Column 5 to reflect the delivery of an estimated 125 million gallons of unmetered and unpurchased water from Orange County Utilities during the Test Year.

4. Sanlando’s response to request No. 4 states:

“According to Sanlando’s 2012 and 2013 annual reports, gallons sold exceeded gallons pumped and UAW was negative.”

Please state whether Sanlando investigate the negative UAW at any time during the 2012 or 2013? If no, please explain why not. If yes, what were the results of Sanlando’s investigation?

Response: Initially, it was assumed that one or more of the water supply well meters or water plant production meters may have significantly under registered the volume of water passing through them. The well meters and plant meters were checked for accuracy in September 2012 and again in May 2014.

For questions 5-14 please refer to Sanlando’s July 8, 2014 E-Filing filed in Docket No. 140060-WS.

5. Please provide each bid summarized in the table titled “Wekiva Hunt Club WRF Headworks Improvements Bid Tabulation.”

Response: Please see the attached bids received from the five contractors: Garney, McMahan, FEC, Wharton Smith, and ECO 2000.

6. Please provide all invoices associated with the Wekiva Hunt Club WWTP EQ Tank and Headworks.

Response: Please see the attached invoices from CPH Engineering for design and construction services and from FEC for the first six construction draws for work completed through December 20, 2014.

7. What is Sanlando’s current cost estimate for the Wekiva Hunt Club WWTP EQ Tank and Headworks pro-forma project?

Response: The current cost estimate for this project is \$2,185,225, which reflects the expenditure of \$120,225 for engineering services and \$2,065,000 for construction.

8. Did Sanlando issue a Request for Proposals (RFP) for the Wekiva Hunt Club WWTP Engineering Design of Electrical Improvements?
- If yes, please provide the bids in response to Sanlando's RFP.
 - If no, please explain why Sanlando did not issue an RFP for the Wekiva Hunt Club WWTP Engineering Design of Electrical Improvements.

Response: No, Sanlando solicited separate quotes from CPH Engineering for design/permitting services and for CEI services with the expectation that each one would be evaluated on its merits and each would not exceed \$75,000 in cost. CPH Engineering was selected based on their proven ability to provide engineering services for similar projects in an extremely professional manner and in a very cost efficient manner. This was proven to be a prudent decision based on fact that cost of all of the engineering services amount to only 5.5% of the total project cost. This is well below the 10% norm that is commonly the case in municipal contracts covering similar plant projects.

9. Please provide the bids evaluated by Sanlando for the Wekiva Hunt Club WWTP Electrical Improvements.
- Please identify the bid selected by Sanlando.

Response: Please see the three attached bids received from North Lake Electric, Thompson Electric and Economy Electric. North Lake Electric was selected to do the work.

10. Please provide all invoices associated with the Wekiva Hunt Club WWTP Electrical Improvements.

Response: Invoices received to date from Economy Electric (1), and from Bailey Electric Consultants (4) who provided electrical engineering services to this project are attached.

11. What is Sanlando's current cost estimate for the Wekiva Hunt Club WWTP Electrical Improvements pro-forma project?

Response: The current cost estimate for the Wekiva Hunt Club WWTP Electrical Improvements is \$257,478.30, which reflects a cost of \$42,000 for engineering services including design, permitting and CEI, and \$215,478.30 for the construction of the project.

12. Did Sanlando issue an RFP for the Wekiva Hunt Club WWTP Collection System Improvements?

- a. If yes, please provide the bids in response to Sanlando's RFP and please identify the bid selected by Sanlando.
- b. If no, please explain why Sanlando did not issue an RFP for the Wekiva Hunt Club WWTP Collection System Improvements.

Response: Please see the attached (3) bids received from Boykin, Traverse, and CFT to complete the excavation and pipe replacement components of the project, and the (4) bids received from Insituform, Layne InLiner, Vac Vision, and American In Line to complete the CIPP lining and manhole rehab components of the project.

13. Please provide all invoices associated with the Wekiva Hunt Club WWTP Collection System Improvements.

Response: Please see the (2) attached invoices from Insituform to complete the CIPP and manhole work; and (6) invoices from Traverse for the excavation and pipe replacement work including one approved change order.

14. What is Sanlando's current cost estimate for the Wekiva Hunt Club WWTP Collection System Improvements pro-forma project?

Response: The project was completed at a total cost of \$973,127.43.

For questions 15-16 please refer Sanlando's September 26, 2014 E-Filing filed in Docket No. 140060-WS.

15. Please describe why the attached change order was needed.

Response: This change order reflects the additional prudent requirement to provide for redundancy in the functionality of the SCADA equipment so that in the event of a failure of the SCADA equipment at the Wekiva Hunt Club Plant site there would be the means to seamlessly and instantaneously switch to the use of similar SCADA equipment at the Lake Groves Plant to remotely monitor and control both the Wekiva and Lake Groves Plants and thus avoid the potential for loss of service. The reciprocal feature was designed and included in the Lake Groves Plant SCADA equipment so that both facilities benefit equally.

16. Please explain why the change order increased the cost of the Wekiva Hunt Club WWTP Electrical Improvement project.

Response: The equipment described in response to Item 15 above was not originally included in the bid amount.

17. Please provide all complaints received by Sanlando for the period January 1, 2009, through December 31, 2013.

Response: Please see the attached 2009 and 2010 customer complaints and resolutions. The documentation from 2011 and 2012 will be submitted subsequently.

18. Please provide staff with invoices for all identified pro-forma projects as the invoices are received.

Response: All invoices received to date are included in the above responses. As the open projects progress and additional invoices are processed, they will be forwarded to staff

Rate Case Expense

The following items relate to the Utility's requested rate case expense:

19. For each individual person, in each firm providing consulting services to the applicant in this docket, provide the billing rate, and an itemized description of work performed. Please provide detail of hours worked associated with each activity. Also provide a description and associated cost for all expenses incurred to date.

Response: Please see the attached documents for the firms of Friedman, Friedman & Long, P.A., Management & Regulatory Consultants, Inc. and Milian, Swain & Associates, Inc.

20. For each firm or consultant providing services for the applicant in this docket, please provide copies of all invoices for services provided to date.

Response: Please see the attached documents for the firms of Friedman, Friedman & Long, P.A., Management & Regulatory Consultants, Inc. and Milian, Swain & Associates, Inc.

21. If rate consultant invoices are not broken down by hour, please provide reports that detail by hour, a description of actual duties performed, and amount incurred to date.

Response: N/A

22. Please provide an estimate of costs to complete the case, by hour, for each consultant or employee, including a description of estimated work to be performed, and detail of the estimated remaining expense to be incurred through the PAA process.

Response: Please see the attached documents for the firms of Friedman, Friedman & Long, P.A., Management & Regulatory Consultants, Inc. and Milian, Swain & Associates, Inc.

23. Please provide an itemized list of all other costs estimated to be incurred through the PAA process.

Response: Please see the attached documents for the firms of Friedman, Friedman & Long, P.A., Management & Regulatory Consultants, Inc. and Milian, Swain & Associates, Inc.

24. For each individual Water Services Corporation (WSC) In-House employee providing consulting services on this docket, provide an itemized description of work performed, hours or allocation of time associated with each activity, and support documentation (i.e. timesheets). In addition, please provide the same detail for estimated hours to completion of the case.

Response:

25. In several recent sister company dockets, Utilities, Inc. asserted that revised salaries accounted for WSC-employee time working on rate cases as a reduction to salaries prior to any allocation. Has the Utility taken similar accounting measures to ensure that WSC In-House employee fees are not duplicative in this docket? If so, please provide support documentation to verify the salaries reflected in the MFRs do not contain any capitalized time spent on the current rate case.

Response: Yes, the Utility has taken similar accounting measures to ensure that WSC In-House employee fees are not duplicative in this docket. Capitalized In-House salaries are originally recorded as a debit to the appropriate salary account. Then, based on the project number input by the employee into the JDE system, an entry is created crediting the account "Capitalized Time Adjustment" and debiting the asset. In addition, the salaries reflected in the MFRs utilize a 2013 calendar test year. The current rate case project wasn't opened and no capitalized time was spent on the current rate case until March of 2014.

O&M Expenses

For the following requests, please refer to MFR Schedule B-5.

26. According to MFR Schedule B-5, the following operating and maintenance (O&M) water test year expenses increased substantially in the months indicated below compared to other months. Please explain the increase and provide an itemized breakdown of the costs for each month. For Chemicals, Contractual Services-Engineering, Contractual Services-Accounting, and Miscellaneous Expenses, please provide all invoices for each month.
- The \$21,854 and \$22,361 amounts shown in September 2013 and November 2013, respectively, for Employee Pensions & Benefits, Acct. No. 604.

Response:

- b. The \$34,054 and \$14,478 amounts shown in May 2013 and December 2013, respectively, for Chemicals, Acct. No. 618.

Response:

- c. The \$733, \$4,433, and \$1,276 amounts shown in January 2013, April 2013, and June 2013, respectively, for Contractual Services-Engineering, Acct. No. 631.

Response:

- d. The \$5,098 amount shown in December 2013 for Contractual Services-Accounting, Acct. No. 632.

Response:

- e. The \$18,842, \$19,290, and \$19,079 amounts shown in March 2013, November 2013, and December 2013, respectively, for Miscellaneous Expenses, Acct. No. 675.

Response:

- 27. According to MFR Schedule B-5, line 2, the amount of (\$8,480) shown in December 2013 for Salaries & Wages – Officers, Ect., Acct. No. 603, is a substantial decrease as compared to other months in the test year. Please explain the decrease and provide an itemized breakdown of the costs for each month.

Response:

For the following requests, please refer to MFR Schedule B-6.

- 28. According to MFR Schedule B-6, the following operating and maintenance (O&M) wastewater test year expenses increased substantially in the months indicated below compared to other months. Please explain the increase and provide an itemized breakdown of the costs for each month. For Sludge Removal Expense, Chemicals, Materials & Supplies, Contractual Services-Accounting, Rental of Building/Real Property, and Miscellaneous Expenses, please provide all invoices for each month.

- a. The \$17,042 and \$17,493 amounts shown in January 2013 and October 2013, respectively, for Salaries & Wages – Employees, Acct. No. 701.

Response:

- b. The \$42,070 and \$44,373 amounts shown in September 2013 and November 2013, respectively, for Employee Pensions & Benefits, Acct. No. 704.

Response:

- c. The \$18,385, \$19,942, \$26,082, and \$18,527 amounts shown in February 2013, April 2013, July 2013, and August 2013, respectively, for Chemicals, Acct. No. 718.

Response:

- d. The \$13,968 amount shown in April 2013 for Materials & Supplies, Acct. No. 720.

Response:

- e. The \$4,023 amount shown in December 2013 for Contractual Services-Accounting, Acct. No. 732.

Response:

- f. The \$14,902, \$13,265, and \$14,396 amounts shown in March 2013, May 2013, and December 2013, respectively, for Miscellaneous Expenses, Acct. No. 775.

Response:

29. According to MFR Schedule B-6, line 2, the amount of (\$6,691) shown in December 2013 for Salaries & Wages – Officers, Ect., Acct. No. 703, is a substantial decrease as compared to other months in the test year. Please explain the decrease and provide an itemized breakdown of the costs for each month.

Response:

For the following requests, please refer to MFR Schedule B-7.

30. According to MFR Schedule B-7, the Utility has proposed increases to the water O&M expenses related to water salaries and wages as compared to the prior test year. Please provide a detailed explanation for the requested increase and provide all of the Utility's calculations, basis, work papers, and support documentation for the proposed increase in following accounts.

- a. The \$229,059 increase for Salaries & Wages – Employees, Acct. No. 601.

Response:

- b. The \$15,013 increase for Salaries & Wages – Officers, Ect., Acct. No. 603.

Response:

- c. The \$87,375 increase for Employee Pensions & Benefits, Acct. No. 604.

Response:

For the following requests, please refer to MFR Schedule B-8.

31. According to MFR Schedule B-8, the Utility has proposed decreases to the wastewater O&M expenses related to salaries and wages as compared to the prior test year. Please provide a detailed explanation with all of the Utility's calculations, work papers, and support documentation for the proposed decrease in following accounts.

- a. The \$176,554 decrease for Salaries & Wages – Employees, Acct. No. 701.

Response:

- b. The \$8,730 decrease for Employee Pensions & Benefits, Acct. No. 704.

Response:

32. According to MFR Schedule B-8, the Utility has proposed an increase to the wastewater O&M expenses related to Salaries & Wages – Officers as compared to the prior test year. Please provide a detailed explanation with all of the Utility's calculations, work papers, and support documentation for the requested increase in the amount of \$12,971 for Salaries & Wages – Officers, Ect. Acct. No. 703.

Response:

For the following requests, please refer to MFR Schedule B-11.

33. According to MFR Schedule B-11, the following deferred maintenance projects were fully amortized prior to the test year, but they are not listed as reoccurring. For each project, please explain if any additional maintenance of the same nature has been performed or is schedule to be performed by the end of 2014. If so, please provide invoices for all additional expenses to date. If not, please explain.

- a. Tank maintenance since September 2011.

Response: The decommissioning and demolition of the Des Pinar WWTP in 2014 precludes the need to perform tank maintenance in the future at that location. However, there is an ongoing need to periodically prep and paint the two (2) ground storage tanks located at the Des Pinar WTP, the Wekiva WWTP treatment tanks and structures, the Wekiva WTP's three (3) ground storage tanks, the Knollwood WTP's (1) ground storage and (1) hydro tank, and the control buildings at all three locations in order to preserve and protect the service life of those assets. Given the significant time that has elapsed since this type of structural maintenance was performed on these assets, Sanlando intends to recoat these tanks in 2015 except for the two reclaimed storage tanks at Wekiva WWTP that were last coated in 2012. Additionally, the six finished drinking water ground storage tanks and one hydro tank must be internally and externally inspected every five years by a Florida licensed professional engineer per FDEP rule. The tanks were last inspected in 2011 and thus must be inspected again in 2016. It is not uncommon for an internal tank inspection to identify deficiencies that are subsequently addressed.

- b. Pressure wash/jet sewer mains since August 2012.

Response: Activities associated with the pressure washing/jetting of sewer mains, including video inspection of those sewer mains, was incorporated into the Sanlando I&I investigation of certain portions of the Sanlando collection system that was completed in 2013. Please see the attached invoices from American In Line that reflect the work completed in 2013.

Cost of Capital

For the following requests, please refer to MFR Schedule D-1.

34. For several recent rate cases, Utilities, Inc. sister companies have been using 2 percent for the cost rate for customer deposits. Please provide the Utility's rationale and support for using a cost rate of 6 percent as opposed to using a cost rate of 2 percent.

Response:

Audit

35. Please provide a statement detailing which audit finding(s) in the following audits the Utility agrees with. For each finding, the Utility disagrees with, please provide a detailed explanation of the disagreement as well as support documentation.
- a. Staff's Audit Report of Sanlando Utilities Corporation which was filed on October 23, 2014, in Document No. 05995-14.

Response:

- b. Staff's Audit of Affiliate Transactions Report of Utilities, Inc. which was filed on November 6, 2014, in Document No. 06219-14.

Response:

36. According to Audit Finding No. 6 in staff's affiliate audit, the Utility has changed their allocation methodology for O&M expenses reflected in its MFRs. The following questions relate to this finding.
 - a. Please provide an explanation as to why the Utility has changed their methodology from using ERCs to business units in determining the allocation of expenses between water and wastewater.

Response:

- b. Please provide information on how the business units are used in determining the allocation of expenses, how it compares to using ERCs.

Response:

- c. Is this methodology used uniformly across all Utilities, Inc. systems for expenses (direct and allocated)?

Response:

37. According to Audit Finding No. 13 in staff's Sanlando audit, the Utility retired specific CIAC and Accumulated Amortization accounts without apparently retiring corresponding plant in service accounts. The following questions relate to the finding.
 - a. Please explain why the adjustment to retire the CIAC and Accumulated accounts is necessary.

Response:

Please explain why the Utility did not retire any corresponding plant in service accounts.

Response:

Carlotta S. Stauffer, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
January 9, 2015
Page 12

If you or the Staff have any questions, please feel free to contact me.

Very truly yours,



MARTIN S. FRIEDMAN
For the Firm

MSF/

cc: John Hoy (via e-mail)
Patrick Flynn (via e-mail)
Darrien Pitts (via e-mail)
Keino Young, Esquire (via e-mail)
John Truitt, Esquire (via e-mail)

#2

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Sanlando Utilities Corporation
Docket No. 140060-WS
Staff Data Request #2
September 8, 2014

Additional annual operating expense associated with production, treatment and delivery of 125 MG of water:

Chlorine	\$	6,046.24
Polyphosphate	\$	381.04
Purchased Power	\$	20,792.58
TOTAL	\$	27,219.85

Chemical Expense MOR

Sanlando Utilities Corporation
 Docket No. 140060-W5
 Staff Data Request #2
 September 8, 2014

Des Pinar Knollwood Wekiva

									(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	
	Pumped	Pumped	Pumped	Total Pumped	Total Gallons Loss/Used	Pumped, Less Gallons Loss/Used	Actual Consump. Billed	Pumped, + Source Mtr Error, - Gallons Loss/ Used	AFW (%)	Wekiva Chlorine Use (gal)	Unit Cost Chlorine (\$/gal)	Feed Rate (gal/mg)	Chlorine Cost/125 mg	Wekiva Phosphate Use (gal)	Unit Cost Phosphate (\$/gal)	Feed Rate (gal/mg)	Phosphate (\$/mg)
January 2013	65.056	0.603	102.573	168.232	1.415	166.8169	172.197253	166.169006									
February	66.616	0.909	102.281	169.806	0.604	169.2019	190.149538	168.254884									
March	75.034	0.864	120.205	196.103	0.490	195.6126	178.795405	194.541919									
April	73.378	0.671	118.135	192.184	0.472	191.712	212.539	190.671									
May	79.474	0.680	125.793	205.947	0.710	205.237	193.381	204.127									
June	56.554	0.787	101.110	158.451	0.867	157.584	204.679	156.756									
July	59.710	1.753	102.703	164.166	0.950	163.216	159.672	162.456									
August	73.723	0.802	112.837	187.362	1.356	186.006	172.545	184.958									
September	69.555	0.829	111.225	181.609	1.190	180.419	183.302	179.434									
October	81.108	1.277	124.167	206.552	2.856	203.696	194.862	202.596									
November	70.531	0.681	105.649	176.861	0.473	176.388	188.066	178.899									
December	69.709	0.777	134.085	204.571	2.406	202.165	203.490	201.212									
Annual Total	840.448	10.633	1,360.763	2,211.844	13.790	2,198.054	2,253.678	2,190.075	102.9%	65,820	\$ 0.81	48.37	\$6,046.24	4,148	\$ 6.90	3.05	\$ 381.04

Data Source:

- (1) Sanlando Chemical Schedule
- (2) Sanlando Chemical Schedule
- (3) Calculated amount
- (4) Calculated amount
- (5) Wekiva Plant log sheets
- (6) Sanlando Chemical Schedule
- (7) Calculated amount
- (8) Calculated amount

Sanlando Utilities Corporation

Docket No. 140060-WS

Staff Data Request #2

September 8, 2014

Sodium Hypochlorite delivered to Wekiva Water Plant in Test Year

Source: Chemical Schedule sorted by Wekiva Water Plant deliveries

CO	OBJ	DESCRIPTION	NET	LT	PC	DOC	DATE	Sodium Hypochlorite,	
								gal	Unit Price
255	5480	THE DUMONT COMPANY INC	1,040.00	AA	P	493066	1/3/2013	800	\$ 1.30
255	5480	ODYSSEY MANUFACTURING CO	960.00	AA	P	494055	1/15/2013	1,200	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,000.00	AA	P	495757	1/23/2013	1,250	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	560.00	AA	P	497315	1/29/2013	700	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	828.00	AA	P	498269	2/5/2013	1,035	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	840.00	AA	P	499674	2/11/2013	1,050	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	800.00	AA	P	500539	2/20/2013	1,000	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	900.00	AA	P	500815	2/20/2013	1,125	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,280.00	AA	P	503323	3/4/2013	1,600	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,040.00	AA	P	505518	3/7/2013	1,300	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	480.00	AA	P	506224	3/13/2013	600	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,640.00	AA	P	508834	3/26/2013	2,050	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,040.00	AA	P	510546	3/29/2013	1,300	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	840.00	AA	P	511960	4/5/2013	1,050	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,320.00	AA	P	513187	4/10/2013	1,650	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,520.00	AA	P	514415	4/17/2013	1,900	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,120.00	AA	P	516748	4/22/2013	1,400	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,160.00	AA	P	518361	4/29/2013	1,450	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	920.00	AA	P	519350	5/7/2013	1,150	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,120.00	AA	P	521546	5/15/2013	1,400	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,280.00	AA	P	522575	5/22/2013	1,600	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,060.00	AA	P	523824	5/28/2013	1,325	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,160.00	AA	P	525274	6/6/2013	1,450	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,200.00	AA	P	526632	6/12/2013	1,500	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,040.00	AA	P	529505	6/21/2013	1,300	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	880.00	AA	P	530519	6/25/2013	1,100	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	880.00	AA	P	531878	7/9/2013	1,100	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	920.00	AA	P	534400	7/9/2013	1,150	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,000.00	AA	P	534564	7/16/2013	1,250	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	960.00	AA	P	536061	7/23/2013	1,200	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	920.00	AA	P	537604	7/30/2013	1,150	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	920.00	AA	P	541696	8/13/2013	1,150	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	920.00	AA	P	541700	8/13/2013	1,150	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	1,040.00	AA	P	542832	8/23/2013	1,300	\$ 0.80
255	5480	ODYSSEY MANUFACTURING CO	840.00	AA	P	545558	8/30/2013	1,050	\$ 0.80

255	5480 ODYSSEY MANUFACTURING CO	920.00	AA	P	546515	9/6/2013	1,150	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	880.00	AA	P	547901	9/10/2013	1,100	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	960.00	AA	P	550563	9/17/2013	1,200	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	960.00	AA	P	551870	9/24/2013	1,200	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	372.00	AA	P	554630	10/7/2013	465	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	496.00	AA	P	554634	10/8/2013	620	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	1,220.00	AA	P	557484	10/16/2013	1,525	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	880.00	AA	P	557956	10/24/2013	1,100	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	680.00	AA	P	557959	10/24/2013	850	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	1,020.00	AA	P	559225	10/31/2013	1,275	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	480.00	AA	P	560762	11/5/2013	600	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	960.00	AA	P	560766	11/5/2013	1,200	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	320.00	AA	P	563861	11/12/2013	400	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	840.00	AA	P	566368	11/20/2013	1,050	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	960.00	AA	P	565327	11/21/2013	1,200	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	1,024.00	AA	P	566927	12/4/2013	1,600	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	1,440.00	AA	P	566942	12/4/2013	1,800	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	1,120.00	AA	P	569711	12/13/2013	1,400	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	720.00	AA	P	570480	12/19/2013	900	\$	0.80
255	5480 ODYSSEY MANUFACTURING CO	1,120.00	AA	P	572201	12/26/2013	1,400	\$	0.80

Total gallons	<u>65,820</u>
Average cost	<u>\$ 0.81</u>

Sanlando Utilities Corporation
Docket No. 140060-WS
Staff Data Request #2
September 8, 2014

Location	Account No.	Service Period From	Service Period to	Annual Expense/site	Volume Pumped (1) (mg/yr)	\$/mg	\$/125 mg
Wekiva Well 5	82570-00890	01/08/13	01/09/14	\$4,420.59	30.731		
Wekiva Well 6	82585-85007	01/09/13	01/09/14	\$5,874.13	36.972		
Wekiva Well 7	82626-17281	01/09/13	01/09/14	\$7,941.63	70.209		
Wekiva Well 8					1,085.951		
Wekiva Well 9	82582-96989	01/08/13	01/09/14	\$3,794.20	72.294		
Wekiva Water Plant & Well 8	96213-47054	01/09/13	01/09/14	\$193,573.01			
				\$215,603.56	1,296.157	\$166.34	\$20,792.58

(1) Data Source: Wekiva Plant Logs

Well Identifier	Progress Energy Account No.	Service Period From	Service Period to	Amount Paid
Wekiva Well 5	82570-00890	12/05/12	01/08/13	\$ 322.90
		01/08/13	02/05/13	\$ 311.75
		02/05/13	03/06/13	\$ 350.80
		03/06/13	04/04/13	\$ 382.25
		04/04/13	05/06/13	\$ 373.25
		05/06/13	06/05/13	\$ 367.27
		06/05/13	07/08/13	\$ 261.12
		07/08/13	08/06/13	\$ 289.30
		08/06/13	09/05/13	\$ 543.61
		09/05/13	10/04/13	\$ 319.84
		10/04/13	11/05/13	\$ 386.69
		11/05/13	12/04/13	\$ 339.99
		12/04/13	01/09/14	\$ 494.72
366 days				\$ 4,420.59

Wekiva Well 6	82585-85007	12/05/12	01/09/13	\$ 442.19
		01/09/13	02/05/13	\$ 418.78
		02/05/13	03/06/13	\$ 450.25
		03/06/13	04/04/13	\$ 564.28
		04/04/13	05/06/13	\$ 509.26
		05/06/13	06/05/13	\$ 543.06
		06/05/13	07/08/13	\$ 378.58
		07/08/13	08/06/13	\$ 367.02
		08/06/13	09/05/13	\$ 683.81
		09/05/13	10/04/13	\$ 393.15
		10/04/13	11/05/13	\$ 484.03
		11/05/13	12/04/13	\$ 434.36
		12/04/13	01/09/14	\$ 647.55
365 days				\$ 5,874.13

Well 7	82626-17281	12/05/12	01/09/13	\$ 591.44
--------	-------------	----------	----------	-----------

	01/09/13	02/05/13	\$	572.40
	02/05/13	03/06/13	\$	589.35
	03/06/13	04/04/13	\$	792.88
	04/04/13	05/06/13	\$	683.41
	05/06/13	06/05/13	\$	688.08
	06/05/13	07/08/13	\$	504.62
	07/08/13	08/06/13	\$	523.85
	08/06/13	09/05/13	\$	911.65
	09/05/13	10/04/13	\$	555.88
	10/04/13	11/05/13	\$	658.87
	11/05/13	12/04/13	\$	581.69
	12/04/13	01/09/14	\$	878.95
365 days			\$	7,941.63

Well 9	82582-96989	12/05/12	01/08/13	\$	312.46
		01/08/13	02/05/13	\$	256.60
		02/05/13	03/06/13	\$	286.83
		03/06/13	04/04/13	\$	497.06
		04/04/13	05/06/13	\$	339.63
		05/06/13	06/05/13	\$	394.80
		06/05/13	07/08/13	\$	168.88
		07/08/13	08/06/13	\$	189.37
		08/06/13	09/05/13	\$	643.40
		09/05/13	10/04/13	\$	210.73
		10/04/13	11/05/13	\$	305.46
		11/05/13	12/04/13	\$	240.41
		12/04/13	01/09/14	\$	261.03
366 days				\$	3,794.20

Wekiva Water Plant	96213-47054	12/05/12	01/09/13	\$	16,209.69
and Well 8		01/09/13	02/05/13	\$	13,306.95
		02/05/13	03/06/13	\$	15,099.24
		03/06/13	04/04/13	\$	16,067.86

	04/04/13	05/06/13	\$	17,149.23
	05/06/13	06/05/13	\$	17,305.30
	06/05/13	07/08/13	\$	15,414.68
	07/08/13	08/06/13	\$	17,837.43
	08/06/13	09/05/13	\$	14,545.23
	09/05/13	10/04/13	\$	15,050.15
	10/04/13	11/05/13	\$	18,003.15
	11/05/13	12/04/13	\$	13,698.63
	12/04/13	01/09/14	\$	20,095.16
365 days			\$	193,573.01

Purchased Power invoices following closure of OCU interconnect on 7/12/14:

Well 5	82570-00890	07/08/14	08/05/14	\$	632.37
Well 6	82585-85007	07/04/14	08/05/14	\$	667.06
Well 7	82626-17281	07/08/14	08/05/14	\$	527.15
Well 9	82582-96989	07/08/14	08/05/14	\$	484.38
WTP & Well 8	96213-47054	07/07/14	08/05/14	\$	18,841.61
Total				\$	21,152.57

#3

Gallons of Water Pumped, Sold and Unaccounted For
In Thousands of Gallons

Sanlando Utilities Corp.
Docket No.: 140060-WS
Test Year Ended: December 31, 2013

Florida Public Service Commission

Schedule F-1
Page 1 of 1
Preparer: Seidman, F.
Revised: 9/8/2014
Revised: 9/8/2014

Explanation: Provide a schedule of gallons of water pumped, sold and unaccounted for each month of the test year. The gallons pumped should match the flows shown on the monthly operating reports sent to DEP. The other uses may include plant use, flushing of hydrants and water and sewer lines, line breakage's and fire flows. Provide all calculations to substantiate the other uses. If unaccounted for water is greater than 10%, provide an explanation as to the reasons why; if less than 10%, Columns 4 & 5 may be omitted.

Month/ Year	(1) Total Gallons Pumped* (000,000)	(2) Correction (1) Wekiva (000,000)	(3) Correction (1) Des Pinar (000,000)	(4) Corrected Gallons Pumped* (000,000)	(5) Delivery from (3) OCU due to Open Valve (000,000)	(6) Gallons Sold (000,000)	(7) Other Uses (000,000)	(8) Unaccounted (2) For Water (4)+(5)-(6)-(7)	(9) % Unaccounted For Water
Jan-13	168.232	(0.153)	(0.494)	167.584	10.417	172.197	1.415	4.388	2.47 %
Feb-13	169.806	(0.152)	(0.795)	168.859	10.417	190.150	0.604	(11.478)	(6.40)
Mar-13	196.103	(0.182)	(0.889)	195.032	10.417	178.795	0.490	26.163	12.73
Apr-13	192.184	(0.178)	(0.863)	191.143	10.417	212.539	0.472	(11.451)	(5.68)
May-13	205.947	(0.184)	(0.926)	204.837	10.417	193.381	0.710	21.162	9.83
Jun-13	158.451	(0.150)	(0.677)	157.623	10.417	204.679	0.867	(37.506)	(22.32)
Jul-13	164.166	(0.153)	(0.607)	163.406	10.417	159.672	0.950	13.201	7.59
Aug-13	187.362	(0.166)	(0.881)	186.314	10.417	172.545	1.356	22.830	11.60
Sep-13	181.609	(0.163)	(0.821)	180.625	10.417	183.302	1.190	6.549	3.43
Oct-13	206.552	(0.182)	(0.918)	205.452	10.417	194.862	2.856	18.150	8.41
Nov-13	176.861	(0.157)	2.668	179.372	10.417	188.066	0.473	1.250	0.66
Dec-13	204.571	(0.119)	(0.834)	203.617	10.417	203.490	2.406	8.139	3.80
Total	2211.844	(1.940)	(6.038)	2203.865	125.000	2253.678	13.790	61.397	2.78 %

(*) The volumes in col. (1) reflect the amounts reported in the MOR's, which is water produced, or finished water and is measured leaving the treatment plants. Water pumped is measured at the wells and is not reflected here.

(1) These corrections reflect the results of testing of the flow meters at the plant.

(2) Variances from month to month may result from the following a) gallons pumped are recorded monthly, at the end of the month; b) gallons sold are recorded by meter reading cycles that do not end on the last day of the month; and c) other uses are estimated. Consequently, the calculated amounts of unaccounted for water on a monthly basis are erratic. On a total basis UAW appears to be negative, however, the differential of 2.88% between water produced and water billed and used falls within the limits for meter accuracy set out in PSC Rule 25-30.262, F.A.C.

(3) This reflects the average of the estimated amount of water delivered through the Orange County Utilities (OCU) manually operated valve found in the open position in July, 2014.

Reconciliation: Col. 5, gallons sold, agrees with Col. 7, Sch. F-9. Both differ from Sch. E-2 by 12.6 MG or only .56%, which is inconsequential.

#5

SECTION 00410

BID FORM

PART 1 GENERAL

1.01 Description

The following Bid, for the (1) Wekiva Hunt Club WRF Headworks Improvements, is hereby made to (2) _____, hereafter called the Owner. This Bid is submitted by (3) _____

ECO-2000, INC.
1611 WEST CR-48
BUSHNELL, FL 33513
352-793-5060

- (1) Name of Project as shown in the Invitation for Bids
- (2) Owner
- (3) Name, address, and telephone number of Bidder

1.02 The Undersigned:

A. Acknowledges receipt of:

- 1. Project Manual and Drawings identified within the Project Manual.
- 2. Addenda: Number 1 Dated 2/24/2014
 Number 2 Dated 2/24/2014
 Number _____ Dated _____
 Number _____ Dated _____

B. Has examined the site and all Bidding Documents and understands that in submitting his Bid, he waives all right to plead any misunderstanding regarding the same.

C. Agrees:

- 1. To hold this Bid open for 90 calendar days after the bid opening date.
- 2. To accept the provisions of the Instructions to Bidders regarding disposition of Bid Security.
- 3. To enter into and execute a contract with the Owner, if awarded on the basis of this Bid, and to furnish a Performance Bond and a Labor and Material Payment Bond in accordance with the Instructions to Bidders.
- 4. To accomplish the work in accordance with the Contract Documents.
- 5. To begin work not later than 10 days after the issuance of a Notice to

Proceed, unless otherwise provided, and substantially complete the work within 270 calendar days of the date of the Notice to Proceed.

6. To accept the provisions of the Agreement as to liquidated damages in the event of failure to complete the work on time.

1.03 Lump Sum Price

The undersigned will construct this project for the Base Bid Lump Sum Price of \$ Two Million, Four Hundred Fifty Nine Nine Thousand One Hundred And 00/100 Dollars (\$ 2,459,100).

1.04 Schedule of Values

The Bidder hereby indicates the following total units and total prices which represent all materials, labor, equipment, transportation, performance of all operations relative to construction of the project, overhead, and costs of all kinds and profit to complete the work items in accordance with the Project Manual, plans, and permits. Work for which there is not a listed item below shall be considered incidental to the Contract and no additional compensation will be allowed.

ITEM	UNIT	QUANTITY	TOTAL PRICE
Mobilization	LS	1	80,000
Building Permit Allowance	LS	1	\$9,000.00
Site Layout and Final Surveying	LS	1	15,000
Site Work	LS	1	59,900
Demolition	LS	1	73,200
Site Paving	LS	1	10,900
Headworks	LS	1	651,400
Site Piping, valves, and fittings	LS	1	389,400
Surge Pumps	LS	1	58,200
Surge Tank	LS	1	505,800
Mixers	LS	1	71,200
Walkways and Misc App.	LS	1	11,400
Concrete	LS	1	40,100
Hoists	LS	1	9,100
Landscaping	LS	1	50,400
Instrumentation	LS	1	218,300
Electrical	LS	1	205,800
TOTAL LUMP SUM PRICE (BASE BID)			\$ 2,459,100

Tank Manufacturer: Crom Corp. (ADD \$ 10,000 FOR FLOOR COVERING)

Pump Manufacturer: Flygt

1.05 Miscellaneous Requirements and Affirmations

- A. Proposals (Bids) must be on the Bid Form.
- B. I have attached the following required fully executed forms to this Bid:
 - a. Bid Security complying with the requirements of the Bidding Documents.
 - b. Trench Safety Statement - Section 00430

1.06 RESPECTFULLY SUBMITTED, signed and sealed this 28th day of FEBRUARY, 2014.

ECO-2000, Inc.

Contractor

Gerald F. Guthmiller 2/28/2014
By (Signature) Date

GERALD F. GUTHMILLER, PROJECT MANAGER
Printed Name and Title

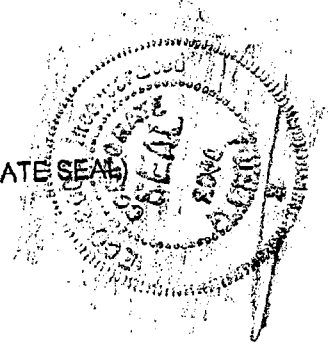
1611 WEST CR-48
Business Address

BUSHNELL, FL 33513
City State Zip Code

352-793-5060 352-793-9074
Telephone No. Facsimile No.

WATERWORKS @ ECO2000 INC. COM
E-Mail Address

(CORPORATE SEAL)



ATTEST:

Valerie S. Langelier 2/28/14
By (Signature) Date

Valerie S. Langelier, Operations Mgr.
Printed Name and Title

END OF SECTION

SECTION 00430

TRENCH SAFETY FORM

Bidder acknowledges that included in the various items of the proposal contained on the Bid Form are costs for complying with the Florida Trench Safety Act (FS 553.60-553.64). The Bidder further identifies the cost of compliance with the applicable trench safety standards for the project as follows (Bidder to attach additional sheets as necessary to identify all costs):

	Trench Safety Measure (Description)	Units of Measure (LF, SF, SY)	Unit Quantity	Unit Cost	Extended Cost
A	SHORING, BRACING	LF	1,100	\$ 10.00	\$ 11,000
B					
C					
D					
E					
F					
TOTAL					\$ 11,000

The total cost shown herein is already included in the various items on the Bid Form and is not additional to the pricing shown on the Bid Form.

Bidder, by signature below, assures that the contractor performing trench excavating will comply with the applicable Trench Safety Standards.

Submitted, signed and sealed this 28th day of FEBRUARY, 2014

ECO-2000, Inc.
 Bidder

[Signature]
 Signature

GERARD F. GUTHMILK, PROJECT MANAGER
 Printed Name and Title

ATTEST:
[Signature] 2/28/14
 Signature Date

END OF SECTION



SECTION 00410

BID FORM

PART 1 GENERAL

1.01 Description

The following Bid, for the (1) Wekiva Hunt Club WRF Headworks Improvements, is hereby made to (2) _____, hereafter called the Owner. This Bid is submitted by (3) _____

(2) SANLANDO UTILITIES CORP.

(3) FLORIDA ENVIRONMENTAL CONSTRUCTION, INC.

PO Box 305

HOWEY IN THE HILLS, FL 34937 PH: (352) 241-4756

(1) Name of Project as shown in the Invitation for Bids

(2) Owner

(3) Name, address, and telephone number of Bidder

1.02 The Undersigned:

A. Acknowledges receipt of:

1. Project Manual and Drawings identified within the Project Manual.

2. Addenda:	Number	<u>1</u>	Dated	<u>2/24/14</u>
	Number	<u>2</u>	Dated	<u>2/24/14</u>
	Number	_____	Dated	_____
	Number	_____	Dated	_____

B. Has examined the site and all Bidding Documents and understands that in submitting his Bid, he waives all right to plead any misunderstanding regarding the same.

C. Agrees:

1. To hold this Bid open for 90 calendar days after the bid opening date.

2. To accept the provisions of the Instructions to Bidders regarding disposition of Bid Security.

3. To enter into and execute a contract with the Owner, if awarded on the basis of this Bid, and to furnish a Performance Bond and a Labor and Material Payment Bond in accordance with the Instructions to Bidders.

4. To accomplish the work in accordance with the Contract Documents.

5. To begin work not later than 10 days after the issuance of a Notice to

Proceed, unless otherwise provided, and substantially complete the work within 270 calendar days of the date of the Notice to Proceed.

6. To accept the provisions of the Agreement as to liquidated damages in the event of failure to complete the work on time.

1.03 Lump Sum Price

The undersigned will construct this project for the Base Bid Lump Sum Price of \$ _____
Two million sixty five thousand & 00/100 - Dollars (\$ 2,065,000.00).

1.04 Schedule of Values

The Bidder hereby indicates the following total units and total prices which represent all materials, labor, equipment, transportation, performance of all operations relative to construction of the project, overhead, and costs of all kinds and profit to complete the work items in accordance with the Project Manual, plans, and permits. Work for which there is not a listed item below shall be considered incidental to the Contract and no additional compensation will be allowed.

ITEM	UNIT	QUANTITY	TOTAL PRICE
Mobilization	LS	1	40,000.00
Building Permit Allowance	LS	1	\$9,000.00
Site Layout and Final Surveying	LS	1	8,000.00
Site Work	LS	1	21,000.00
Demolition	LS	1	2,500.00
Site Paving	LS	1	24,000.00
Headworks	LS	1	550,000.00
Site Piping, valves, and fittings	LS	1	291,000.00
Surge Pumps	LS	1	58,000.00
Surge Tank	LS	1	400,000.00
Mixers	LS	1	65,000.00
Walkways and Misc App.	LS	1	163,500.00
Concrete	LS	1	45,000.00
Hoists	LS	1	2,500.00
Landscaping	LS	1	7,500.00
Instrumentation	LS	1	168,000.00
Electrical	LS	1	210,000.00
TOTAL LUMP SUM PRICE (BASE BID)			\$ 2,065,000.00

Tank Manufacturer: Fusion Tanks


Pump Manufacturer: PX Pumps

1.05 Miscellaneous Requirements and Affirmations

- A. Proposals (Bids) must be on the Bid Form.
- B. I have attached the following required fully executed forms to this Bid:
 - a. Bid Security complying with the requirements of the Bidding Documents.
 - b. Trench Safety Statement - Section 00430

1.06 RESPECTFULLY SUBMITTED, signed and sealed this 28th day of FEBRUARY, 2014.

FLORIDA ENVIRONMENTAL CONST. INC.
Contractor

 2-28-14
By (Signature) Date

ROBERT LIGHTSEY - PRESIDENT
Printed Name and Title

PO Box 305
Business Address

Howey in the Hills, FL 34937
City State Zip Code

(CORPORATE SEAL)

352-241-4756 352-241-9716
Telephone No. Facsimile No.

feckaran@embermail.com
E-Mail Address

ATTEST:

 2-28-14
By (Signature) Date

KAREN LIGHTSEY - VICE PRESIDENT
Printed Name and Title

END OF SECTION

SECTION 00430

TRENCH SAFETY FORM

Bidder acknowledges that included in the various items of the proposal contained on the Bid Form are costs for complying with the Florida Trench Safety Act (FS 553.60-553.64). The Bidder further identifies the cost of compliance with the applicable trench safety standards for the project as follows (Bidder to attach additional sheets as necessary to identify all costs):

	Trench Safety Measure (Description)	Units of Measure (LF, SF, SY)	Unit Quantity	Unit Cost	Extended Cost
A					500.00
B					
C					
D					
E					
F					
TOTAL					\$ 500.00

The total cost shown herein is already included in the various items on the Bid Form and is not additional to the pricing shown on the Bid Form.

Bidder, by signature below, assures that the contractor performing trench excavating will comply with the applicable Trench Safety Standards.

Submitted, signed and sealed this 28th day of FEBRUARY, 2014.

FLORIDA ENVIRONMENTAL CONST, INC.

Bidder

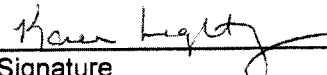


Signature

ROBERT LIGHTSEY - PRESIDENT

Printed Name and Title

ATTEST:

 2-28-14

Signature

Date

(SEAL)

END OF SECTION

SECTION 00410

BID FORM

PART 1 GENERAL

1.01 Description

The following Bid, for the (1) Wekiva Hunt Club WRF Headworks Improvements, is hereby made to (2) Sanlando, hereafter called the Owner. This Bid is submitted by (3) Garney Companies, Inc
Utilities Corp.

370 E. Crown Point Rd.
Winter Garden, FL 32787
407-877-5903

- (1) Name of Project as shown in the Invitation for Bids
(2) Owner
(3) Name, address, and telephone number of Bidder

1.02 The Undersigned:

A. Acknowledges receipt of:

1. Project Manual and Drawings identified within the Project Manual.
2. Addenda: Number 1 Dated 2-21-14
 Number 2 Dated 2-24-14
 Number _____ Dated _____
 Number _____ Dated _____

B. Has examined the site and all Bidding Documents and understands that in submitting his Bid, he waives all right to plead any misunderstanding regarding the same.

C. Agrees:

1. To hold this Bid open for 90 calendar days after the bid opening date.
2. To accept the provisions of the Instructions to Bidders regarding disposition of Bid Security.
3. To enter into and execute a contract with the Owner, if awarded on the basis of this Bid, and to furnish a Performance Bond and a Labor and Material Payment Bond in accordance with the Instructions to Bidders.
4. To accomplish the work in accordance with the Contract Documents.

Proceed, unless otherwise provided, and substantially complete the work within 270 calendar days of the date of the Notice to Proceed.

6. To accept the provisions of the Agreement as to liquidated damages in the event of failure to complete the work on time.

1.03 Lump Sum Price

The undersigned will construct this project for the Base Bid Lump Sum Price of \$ Two Million Seven Hundred Forty Two THOUSAND Dollars (\$ 2,742,000).

1.04 Schedule of Values

The Bidder hereby indicates the following total units and total prices which represent all materials, labor, equipment, transportation, performance of all operations relative to construction of the project, overhead, and costs of all kinds and profit to complete the work items in accordance with the Project Manual, plans, and permits. Work for which there is not a listed item below shall be considered incidental to the Contract and no additional compensation will be allowed.

ITEM	UNIT	QUANTITY	TOTAL PRICE
Mobilization	LS	1	140,000
Building Permit Allowance	LS	1	\$9,000.00
Site Layout and Final Surveying	LS	1	50,000
Site Work	LS	1	100,000
Demolition	LS	1	90,000
Site Paving	LS	1	80,000
Headworks	LS	1	550,000
Site Piping, valves, and fittings	LS	1	350,000
Surge Pumps	LS	1	55,000
Surge Tank	LS	1	484,000
Mixers	LS	1	80,000
Walkways and Misc App.	LS	1	60,000
Concrete	LS	1	230,000
Hoists	LS	1	24,000
Landscaping	LS	1	60,000
Instrumentation	LS	1	170,000
Electrical	LS	1	210,000
TOTAL LUMP SUM PRICE (BASE BID)			\$ 2,742,000

Tank Manufacturer: PRECOR

Pump Manufacturer: PX

1.05 Miscellaneous Requirements and Affirmations

- A. Proposals (Bids) must be on the Bid Form.
- B. I have attached the following required fully executed forms to this Bid:
 - a. Bid Security complying with the requirements of the Bidding Documents.
 - b. Trench Safety Statement - Section 00430

Sanlando Utilities Corporation
Wekiva Hunt Club WRF Headworks Improvements

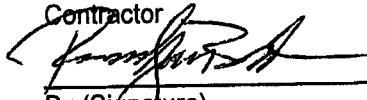
00410-3

- a. Bid Security complying with the requirements of the Bidding Documents.
- b. Trench Safety Statement - Section 00430

1.06 RESPECTFULLY SUBMITTED, signed and sealed this 28th day of February
2014.

Garney Companies, Inc.

Contractor



2-28-14

By (Signature)

Date

Timothy M. Behler - Sr. Vice President

Printed Name and Title

370 E. Crown Point Rd.

Business Address

Winter Garden

FL

34787

City

State

Zip Code

407-877-5903

407-877-5912

Telephone No.

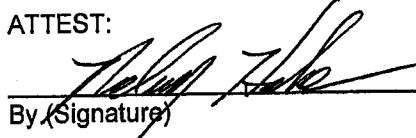
Facsimile No.

nhake@garney.com

E-Mail Address

(CORPORATE SEAL)

ATTEST:



2-28-14

By (Signature)

Date

Nolan Hake - Sr. Project Manager

Printed Name and Title

END OF SECTION

SECTION 00430

TRENCH SAFETY FORM

Bidder acknowledges that included in the various items of the proposal contained on the Bid Form are costs for complying with the Florida Trench Safety Act (FS 553.60-553.64). The Bidder further identifies the cost of compliance with the applicable trench safety standards for the project as follows (Bidder to attach additional sheets as necessary to identify all costs):

	Trench Safety Measure (Description)	Units of Measure (LF, SF, SY)	Unit Quantity	Unit Cost	Extended Cost
A	Lay Back Trench Sides	LF	300	\$10.00	\$3,000
B	Trench Box	LF	200	\$20.00	\$4,000
C					
D					
E					
F					
TOTAL					\$ 7,000

The total cost shown herein is already included in the various items on the Bid Form and is not additional to the pricing shown on the Bid Form.

Bidder, by signature below, assures that the contractor performing trench excavating will comply with the applicable Trench Safety Standards.

Submitted, signed and sealed this 28th day of February, 2014.

Garney companies, Inc.

Bidder

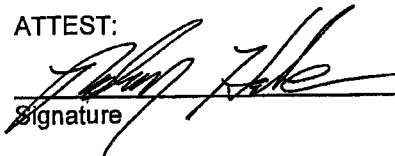


Signature

Timothy M. Behler - Sr. Vice President

Printed Name and Title

ATTEST:



Signature

2-28-14

Date

(SEAL)

END OF SECTION

SECTION 00410

BID FORM

PART 1 GENERAL

1.01 Description

The following Bid, for the (1) Wekiva Hunt Club WRF Headworks Improvements, is hereby made to (2) Sanlando Utilities Corporation, hereafter called the Owner. This Bid is submitted by (3) McMahan Construction Co, Inc.

P.O. Box 223
DeLand, FL 32721-0223
(386) 734-1071

- (1) Name of Project as shown in the Invitation for Bids
- (2) Owner
- (3) Name, address, and telephone number of Bidder

1.02 The Undersigned:

A. Acknowledges receipt of:

- 1. Project Manual and Drawings identified within the Project Manual.
- 2. Addenda: Number 1 Dated 2/24/2014
 Number 2 Dated 2/24/2014
 Number Dated
 Number Dated

B. Has examined the site and all Bidding Documents and understands that in submitting his Bid, he waives all right to plead any misunderstanding regarding the same.

C. Agrees:

- 1. To hold this Bid open for 90 calendar days after the bid opening date.
- 2. To accept the provisions of the Instructions to Bidders regarding disposition of Bid Security.
- 3. To enter into and execute a contract with the Owner, if awarded on the basis of this Bid, and to furnish a Performance Bond and a Labor and Material Payment Bond in accordance with the Instructions to Bidders.
- 4. To accomplish the work in accordance with the Contract Documents.
- 5. To begin work not later than 10 days after the issuance of a Notice to

Proceed, unless otherwise provided, and substantially complete the work within 270 calendar days of the date of the Notice to Proceed.

6. To accept the provisions of the Agreement as to liquidated damages in the event of failure to complete the work on time.

1.03 Lump Sum Price

The undersigned will construct this project for the Base Bid Lump Sum Price of \$ Two Million Three Hundred Eighty-Six Thousand & No/100 Dollars (\$ 2,386,000.00).

1.04 Schedule of Values

The Bidder hereby indicates the following total units and total prices which represent all materials, labor, equipment, transportation, performance of all operations relative to construction of the project, overhead, and costs of all kinds and profit to complete the work items in accordance with the Project Manual, plans, and permits. Work for which there is not a listed item below shall be considered incidental to the Contract and no additional compensation will be allowed.

ITEM	UNIT	QUANTITY	TOTAL PRICE
Mobilization	LS	1	100,000.00
Building Permit Allowance	LS	1	\$9,000.00
Site Layout and Final Surveying	LS	1	20,000.00
Site Work	LS	1	100,000.00
Demolition	LS	1	20,000.00
Site Paving	LS	1	30,000.00
Headworks	LS	1	594,000.00
Site Piping, valves, and fittings	LS	1	250,000.00
Surge Pumps	LS	1	80,000.00
Surge Tank	LS	1	503,000.00
Mixers	LS	1	90,000.00
Walkways and Misc App.	LS	1	60,000.00
Concrete	LS	1	50,000.00
Hoists	LS	1	10,000.00
Landscaping	LS	1	30,000.00
Instrumentation	LS	1	200,000.00
Electrical	LS	1	240,000.00
TOTAL LUMP SUM PRICE (BASE BID)			\$ <u>2,386,000.00</u>

Tank Manufacturer: Peccan

Pump Manufacturer: PX Pumps

1.05 Miscellaneous Requirements and Affirmations

- A. Proposals (Bids) must be on the Bid Form.
- B. I have attached the following required fully executed forms to this Bid:
 - a. Bid Security complying with the requirements of the Bidding Documents.
 - b. Trench Safety Statement - Section 00430

1.06 RESPECTFULLY SUBMITTED, signed and sealed this 28th day of February
2014

McMahan Construction Co, Inc.

Contractor

 2/28/14
By (Signature) Date

John Justus, Jr. - Executive Vice President
Printed Name and Title

123 East Indiana Avenue
Business Address

DeLand FL 32724
City State Zip Code

(CORPORATE SEAL)

(386) 734-1071 (386) 738-2692
Telephone No. Facsimile No.

State of Florida

jejmcci@bellsouth.net
E-Mail Address

ATTEST:

 2/28/14
By (Signature) Date

Lynne Raborn, Corporate Secretary
Printed Name and Title

END OF SECTION

SECTION 00430

TRENCH SAFETY FORM

Bidder acknowledges that included in the various items of the proposal contained on the Bid Form are costs for complying with the Florida Trench Safety Act (FS 553.60-553.64). The Bidder further identifies the cost of compliance with the applicable trench safety standards for the project as follows (Bidder to attach additional sheets as necessary to identify all costs):

	Trench Safety Measure (Description)	Units of Measure (LF, SF, SY)	Unit Quantity	Unit Cost	Extended Cost
A	SLOPED BANKS	LF	400	\$ 1.00	\$ 400.00
B					
C					
D					
E					
F					
TOTAL					\$ 400.00

The total cost shown herein is already included in the various items on the Bid Form and is not additional to the pricing shown on the Bid Form.

Bidder, by signature below, assures that the contractor performing trench excavating will comply with the applicable Trench Safety Standards.

Submitted, signed and sealed this 28th day of February, 2014.

McMahan Construction Co, Inc.
 Bidder


 Signature

John Justus, Jr., Executive Vice President
 Printed Name and Title

ATTEST:

 Signature Lynne Raborn Date

(SEAL)

END OF SECTION

SECTION 00410

BID FORM

PART 1 GENERAL

1.01 Description

The following Bid, for the (1) Wekiva Hunt Club WRF Headworks Improvements, is hereby made to (2) Sanlando, hereafter called the Owner. This Bid is submitted by (3) Wharton-Smith, Inc.

Utilities Corp
750 Monroe Road, Sanford, FL 32771
Phone: 407-3218410

- (1) Name of Project as shown in the Invitation for Bids
- (2) Owner
- (3) Name, address, and telephone number of Bidder

1.02 The Undersigned:

A. Acknowledges receipt of:

- 1. Project Manual and Drawings identified within the Project Manual.
- 2. Addenda: Number One Dated 02/24/2014
 Number Two Dated 02/24/2014
 Number _____ Dated _____
 Number _____ Dated _____

B. Has examined the site and all Bidding Documents and understands that in submitting his Bid, he waives all right to plead any misunderstanding regarding the same.

C. Agrees:

- 1. To hold this Bid open for 90 calendar days after the bid opening date.
- 2. To accept the provisions of the Instructions to Bidders regarding disposition of Bid Security.
- 3. To enter into and execute a contract with the Owner, if awarded on the basis of this Bid, and to furnish a Performance Bond and a Labor and Material Payment Bond in accordance with the Instructions to Bidders.
- 4. To accomplish the work in accordance with the Contract Documents.
- 5. To begin work not later than 10 days after the issuance of a Notice to

Proceed, unless otherwise provided, and substantially complete the work within 270 calendar days of the date of the Notice to Proceed.

6. To accept the provisions of the Agreement as to liquidated damages in the event of failure to complete the work on time.

1.03 Lump Sum Price

The undersigned will construct this project for the Base Bid Lump Sum Price of \$ _____
 two million one hundred forty thousand dollars _____ Dollars (\$ 2,140,000.00).

1.04 Schedule of Values

The Bidder hereby indicates the following total units and total prices which represent all materials, labor, equipment, transportation, performance of all operations relative to construction of the project, overhead, and costs of all kinds and profit to complete the work items in accordance with the Project Manual, plans, and permits. Work for which there is not a listed item below shall be considered incidental to the Contract and no additional compensation will be allowed.

ITEM	UNIT	QUANTITY	TOTAL PRICE
Mobilization	LS	1	\$100,000.00
Building Permit Allowance	LS	1	\$9,000.00
Site Layout and Final Surveying	LS	1	\$3,000.00
Site Work	LS	1	\$60,000.00
Demolition	LS	1	\$10,000.00
Site Paving	LS	1	\$25,000.00
Headworks	LS	1	\$550,000.00
Site Piping, valves, and fittings	LS	1	\$335,000.00
Surge Pumps	LS	1	\$50,000.00
Surge Tank	LS	1	\$405,000.00
Mixers	LS	1	\$65,000.00
Walkways and Misc App.	LS	1	\$65,000.00
Concrete	LS	1	\$60,000.00
Hoists	LS	1	\$10,000.00
Landscaping	LS	1	\$3,000.00
Instrumentation	LS	1	\$175,000.00
Electrical	LS	1	\$215,000.00
TOTAL LUMP SUM PRICE (BASE BID)			\$ 2,140,000.00

Tank Manufacturer: Crom Corp - add \$10,500 for interior floor coating

Pump Manufacturer: PX Pumps

1.05 Miscellaneous Requirements and Affirmations

- A. Proposals (Bids) must be on the Bid Form.
- B. I have attached the following required fully executed forms to this Bid:
 - a. Bid Security complying with the requirements of the Bidding Documents.
 - b. Trench Safety Statement - Section 00430

1.06 RESPECTFULLY SUBMITTED, signed and sealed this 28 day of February
2014.

Wharton-Smith, Inc.
Contractor
Ronald F. Davoli February 28, 2014
By (Signature) Date

Ronald F. Davoli, President/CEO
Printed Name and Title

750 Monroe Road
Business Address

Sanford, FL 32771
City State Zip Code

407-321-8410 407-327-6984
Telephone No. Facsimile No.

rdavoli@whartonsmith.com
E-Mail Address



(CORPORATE SEAL)

ATTEST:
Devon A. Lewis February 28, 2014
By (Signature) Date

Devon A. Lewis, Corporate Secretary
Printed Name and Title

END OF SECTION

SECTION 00430

TRENCH SAFETY FORM

Bidder acknowledges that included in the various items of the proposal contained on the Bid Form are costs for complying with the Florida Trench Safety Act (FS 553.60-553.64). The Bidder further identifies the cost of compliance with the applicable trench safety standards for the project as follows (Bidder to attach additional sheets as necessary to identify all costs):

	Trench Safety Measure (Description)	Units of Measure (LF, SF, SY)	Unit Quantity	Unit Cost	Extended Cost
A	Open-Cut	LF	1000	\$2.00	\$2,000.00
B					
C					
D					
E					
F					
TOTAL					\$ 2,000.00

The total cost shown herein is already included in the various items on the Bid Form and is not additional to the pricing shown on the Bid Form.

Bidder, by signature below, assures that the contractor performing trench excavating will comply with the applicable Trench Safety Standards.

Submitted, signed and sealed this 28 day of February, 2014.

Wharton-Smith, Inc.

Bidder

Signature

Ronald F. Davoli, President/CEO

Printed Name and Title

ATTEST:

Signature

February 28, 2014

Date

Devon A. Lewis, Corporate Secretary

END OF SECTION



(SEAL)

Wharton-Smith, Inc.
CONSTRUCTION GROUP

CORPORATE RESOLUTION

I, the undersigned Secretary of Wharton Smith, Inc., a corporation organized and existing under the laws of the State of Florida, do hereby certify that a meeting of the Board of Directors of said corporation, duly held on January 6, 2014 a quorum being present, the following resolution was adopted and entered upon the regular minute book of said corporation, is in accordance with the by-laws and is now in full force and effect to-wit:

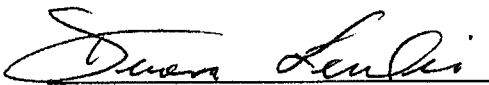
The current list of qualifiers to act for the business organization in all matters connected with its contracting business has now been amended to read:

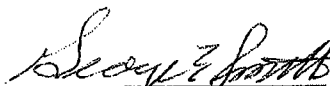
Ronald F. Davoli
George E. Smith
David V. Hayes
Timothy S. Smith
Ted C. Hicks
Devon A. Lewis
Richard L. Betourne, Jr.

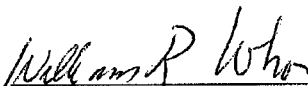
I HEREBY certify that the foregoing is a true and exact copy of the resolution adopted by the Board of Directors of this Corporation, and that such resolution has not been amended, modified, or revoked and is still in force and effect.

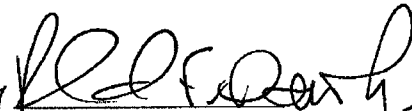
Signed and sealed this 6th day of January, 2014.
(Seal of Corporation)




Devon A. Lewis, Secretary


George E. Smith, Director


William R. Wharton, Director


Ronald F. Davoli, Director

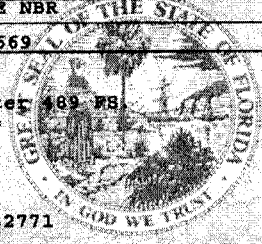
THIS DOCUMENT HAS A COLORED BACKGROUND • MICROPRINTING • LINE-MARK™ PATENTED PAPER

AC# 6180869 **STATE OF FLORIDA**
 DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
 CONSTRUCTION INDUSTRY LICENSING BOARD **SEQ# L12070201055**

DATE	BATCH NUMBER	LICENSE NBR
07/02/2012	128000785	CGC032669

The **GENERAL CONTRACTOR**
 Named below IS CERTIFIED
 Under the provisions of Chapter 489 FS
 Expiration date: AUG 31, 2014

SMITH, GEORGE E
WHARTON-SMITH INC
 750 MONROE ROAD
 SANFORD FL 32771



RICK SCOTT GOVERNOR **KEN LAWSON** SECRETARY
 DISPLAY AS REQUIRED BY LAW

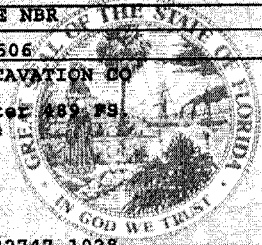
THIS DOCUMENT HAS A COLORED BACKGROUND • MICROPRINTING • LINE-MARK™ PATENTED PAPER

AC# 6203809 **STATE OF FLORIDA**
 DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
 CONSTRUCTION INDUSTRY LICENSING BOARD **SEQ# L12071600809**

DATE	BATCH NUMBER	LICENSE NBR
07/16/2012	128010516	CUC056506

The **UNDERGROUND UTILITY & EXCAVATION CO**
 Named below IS CERTIFIED
 Under the provisions of Chapter 489 FS
 Expiration date: AUG 31, 2014

DAVOLI, RONALD FRANK
WHARTON-SMITH INC
 750 COUNTY RD 15
 P O BOX 471028
 LAKE MONROE FL 32747-1028



RICK SCOTT GOVERNOR **KEN LAWSON** SECRETARY
 DISPLAY AS REQUIRED BY LAW

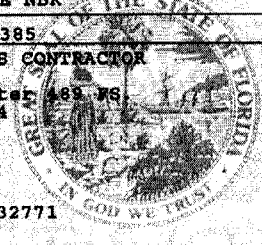
THIS DOCUMENT HAS A COLORED BACKGROUND • MICROPRINTING • LINE-MARK™ PATENTED PAPER

AC# 6181017 **STATE OF FLORIDA**
 DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
 CONSTRUCTION INDUSTRY LICENSING BOARD **SEQ# L12070201203**

DATE	BATCH NUMBER	LICENSE NBR
07/02/2012	128000785	PCC048385

The **POLLUTANT STORAGE SYSTEMS CONTRACTOR**
 Named below IS CERTIFIED
 Under the provisions of Chapter 489 FS
 Expiration date: AUG 31, 2014

SMITH, GEORGE E
WHARTON-SMITH INC
 750 MONROE ROAD
 SANFORD FL 32771



RICK SCOTT GOVERNOR **KEN LAWSON** SECRETARY
 DISPLAY AS REQUIRED BY LAW



THIS DOCUMENT HAS A COLORED BACKGROUND • MICROPRINTING • LINE MARK • PATENTED PAPER

AC# 6177484 **STATE OF FLORIDA**
 DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
 CONSTRUCTION INDUSTRY LICENSING BOARD **SEQ# L12062800667**

DATE	BATCH NUMBER	LICENSE NBR
06/28/2012	118205757	CGC1511243

The GENERAL CONTRACTOR
 Named below IS CERTIFIED
 Under the provisions of Chapter 489 FS
 Expiration date: AUG 31, 2014

SMITH, TIMOTHY SCOT
 WHARTON-SMITH INC
 PO BOX 471028
 LAKE MONROE FL 32747

RICK SCOTT GOVERNOR KEN LAWSON SECRETARY

DISPLAY AS REQUIRED BY LAW

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AC# 6180900 **STATE OF FLORIDA**
 DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
 CONSTRUCTION INDUSTRY LICENSING BOARD **SEQ# L12070201086**

DATE	BATCH NUMBER	LICENSE NBR
07/02/2012	128000575	CMC1249482

The MECHANICAL CONTRACTOR
 Named below IS CERTIFIED
 Under the provisions of Chapter 489 FS
 Expiration date: AUG 31, 2014

HEWITT, PATRICK JOHN
 WHARTON-SMITH INC
 2606 CHIPPEWA TRAIL
 MAITLAND FL 32751

RICK SCOTT GOVERNOR KEN LAWSON SECRETARY

DISPLAY AS REQUIRED BY LAW

THIS DOCUMENT HAS A COLORED BACKGROUND • MICROPRINTING • LINE MARK • PATENTED PAPER

AC# 6177435 **STATE OF FLORIDA**
 DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
 CONSTRUCTION INDUSTRY LICENSING BOARD **SEQ# L12062800618**

DATE	BATCH NUMBER	LICENSE NBR
06/28/2012	118205760	CFC1427566


The PLUMBING CONTRACTOR
 Named below IS CERTIFIED
 Under the provisions of Chapter 489 FS
 Expiration date: AUG 31, 2014

SMITH, TIMOTHY SCOT
 WHARTON-SMITH INC
 493 N. PINE MEADOW DR.
 DEBARY FL 32713

RICK SCOTT GOVERNOR KEN LAWSON SECRETARY

DISPLAY AS REQUIRED BY LAW




	SEMINOLE COUNTY BUSINESS TAX RECEIPT RAY VALDES, SEMINOLE COUNTY TAX COLLECTOR PO Box 630 • Sanford, FL 32772-0630 • Telephone: 407-665-1000 www.seminoletax.org	
	VALID THROUGH 09/30/14	
WHARTON-SMITH INC 750 MONROE RD SANFORD, FL 32771 GEORGE E SMITH (PRES)	Account #: 022717 REGULATED License # - CG C032669 Qualifier- GEORGE E SMITH	
Receipt #: WEB#2013072308427	Amount Paid: \$ 45.00	Date Paid: 07/23/2013

State of Florida

Board of Professional Engineers

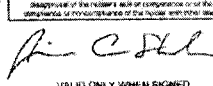
Attests that
Wharton-Smith, Inc.

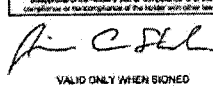


is authorized under the provisions of Section 471.023, Florida Statutes, to offer engineering services to the public through a Professional Engineer, duly licensed under Chapter 471, Florida Statutes.

Expiration: 2/28/2015
 Audit No: 228201503330

Certificate of Authorization
 CA Lic. No:
 1813

CITY OF LAKELAND 2013-2014 BUSINESS TAX RECEIPT Business Tax Office, 228 S Massachusetts Ave., Lakeland, FL 33801			
THIS BUSINESS TAX RECEIPT EXPIRES SEPTEMBER 30, 2014		RECEIPT NO. 01027	
Account Number: 1384278 Workers: 0 Square Footage: 0 Fee: 115.75	Business Classification(s) GENERAL CONTRACTOR - CLASS A	Class 4801	Category 2
Location Address 4415 FLORIDA NATIONAL DR #213			
Business Name & Mailing Address GEORGE E SMITH WHARTON-SMITH INC PO BOX 471028 LAKE MONROE, FL 32747			
MAIL & PHONE ONLY RECEIPT MUST BE CONSPICUOUSLY DISPLAYED IN YOUR PLACE OF BUSINESS		VALID ONLY WHEN SIGNED 	

CITY OF LAKELAND 2013-2014 BUSINESS TAX RECEIPT Business Tax Office, 228 S Massachusetts Ave., Lakeland, FL 33801			
THIS BUSINESS TAX RECEIPT EXPIRES SEPTEMBER 30, 2014		RECEIPT NO. 01392	
Account Number: 1384221 Workers: 0 Square Footage: 150 Fee: 55.00	Business Classification(s) PROFESSIONAL FIRM OFFICE	Class 1355	Category 1
Location Address 4415 FLORIDA NATIONAL DR #213			
Business Name & Mailing Address WHARTON-SMITH INC RONALD DAVOLL PRES PO BOX 471028 LAKE MONROE, FL 32747			
MAIL & PHONE ONLY RECEIPT MUST BE CONSPICUOUSLY DISPLAYED IN YOUR PLACE OF BUSINESS		VALID ONLY WHEN SIGNED 	



State of Florida Department of State

I certify from the records of this office that WHARTON-SMITH, INC. is a corporation organized under the laws of the State of Florida, filed on April 3, 1984, effective April 2, 1984.

The document number of this corporation is G94383.

I further certify that said corporation has paid all fees due this office through December 31, 2014, that its most recent annual report/uniform business report was filed on January 10, 2014, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Tenth day of January, 2014*



Ken Detzner
Secretary of State

Authentication ID: CC4140865143

To authenticate this certificate, visit the following site, enter this ID, and then follow the instructions displayed.

<https://efile.sunbiz.org/certauthver.html>



#6



Architects
Environmental
M/E/P
Surveyors

Engineers
Landscape Architects
Planners
Transportation/Traffic

500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841
Fax: 407.330.0639

Invoice

Supplier 3002421
PO# 140835
Rept.# 140811
255

Batch 162846
Doc 544682

Bryan Gongre
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

August 08, 2013
Project No: U07134
Invoice No: 84949

Wekiva Surge Tank, Wekiva Springs, FL, Seminole County

Professional Services through July 14, 2013

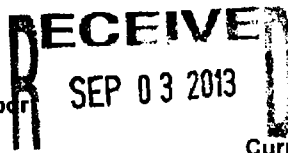
Phase A Splitter Box Design
Professional Personnel

	Hours	Rate	Amount
Project Engineer	4.00	110.00	440.00
Totals	4.00		440.00
Total Labor			440.00

Billing Limits	Current	Prior	To-Date
Labor	440.00	0.00	440.00
Limit			15,000.00
Remaining			14,560.00
Total this Phase			\$440.00

Phase E Site Work
Professional Personnel

	Hours	Rate	Amount
Sr. Project Manager	4.00	145.00	580.00
Senior Design Technician	17.00	100.00	1,700.00
Totals	21.00		2,280.00
Total Labor			2,280.00



Billing Limits	Current	Prior	To-Date
Labor	2,280.00	0.00	2,280.00
Limit			10,000.00
Remaining			7,720.00
Total this Phase			\$2,280.00

Phase XXP Expenses
Unit Billing

Black & White Plots 24X36	1.92		
Total Units	1.92		1.92
Total this Phase			\$1.92
Total this Invoice			\$2,721.92

Services provided this period include:
- Preliminary design and site investigation.

RECEIVED
AUG 21 2013

Project

U07134

Sanlando Wekiva Surge Tank

Invoice

84949

CPH, Inc.



A handwritten signature in black ink, appearing to read "David [unclear]", is written over a horizontal line.

RECEIVED

AUG 21 2013

Project	U07134	Sanlando Wekiva Surge Tank	Invoice	85342
---------	--------	----------------------------	---------	-------

Billing Limits	Current	Prior	To-Date	
Labor	450.00	0.00	450.00	
Limit			25,000.00	
Remaining			24,550.00	
Total this Phase				\$450.00

Phase	XXP	Expenses		
Unit Billing				
2013 Mileage			28.25	
Black & White Plots 24X36			19.20	
Total Units			47.45	47.45
Total this Phase				\$47.45
Total this Invoice				\$17,169.95

Outstanding Invoices

Number	Date	Balance
84949	8/8/2013	2,721.92
Total		2,721.92

- Services provided this period include:
- Preliminary design of hydraulics including site grading work.
 - Investigation of appropriate mechanical bar screens and configurations.
 - Evaluation of grading with respect to the tank dimensioning and design.

CPH, Inc.



Architects
Environmental
M/E/P
Surveyors

Engineers
Landscape Architects
Planners
Transportation/Traffic

500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841
Fax: 407.330.0639

Invoice

Batch 166564

Doc 556163

Supplier 3002421
PO # 144826
Recpt. # 152046

Bryan Gongre
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

October 09, 2013
Project No: U07134
Invoice No: 85769

Wekiva Surge Tank, Wekiva Springs, FL, Seminole County

Professional Services through September 15, 2013

Phase C Surge Pumping Design
Professional Personnel

	Hours	Rate	Amount	
Sr. Project Manager	8.00	145.00	1,160.00	
Senior Design Technician	2.59	100.00	259.00	
Design Technician	1.00	90.00	90.00	
Senior CADD Technician	62.00	80.00	4,960.00	
Clerical 11	.75	55.00	41.25	
Project Engineer	9.00	110.00	990.00	
Totals	83.34		7,500.25	
Total Labor				7,500.25

Billing Limits	Current	Prior	To-Date	
Labor	7,500.25	450.00	7,950.25	
Limit			25,000.00	
Remaining			17,049.75	
		Total this Phase		\$7,500.25

Phase	XXP	Expenses		
Reimbursable Expenses				
		Computer Plots	2,462.31	
		Fed Ex - US	16.14	
		Total Reimbursables	2,478.45	2,478.45

RECEIVED

SEP 21 2013

Unit Billing				
2013 Mileage			215.83	
Black&White 8.5X11			.05	
Total Units			215.88	215.88

Total this Phase \$2,694.33

Total this Invoice \$10,194.58

Services provided this period include:
- Hydraulic design, equipment analysis.

RECEIVED

OCT 15 2013

Project

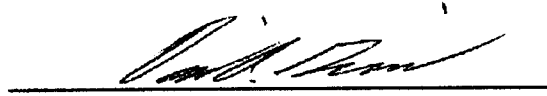
U07134

Sanlando Wekiva Surge Tank

Invoice

85769

CPH, Inc.

A handwritten signature in black ink, appearing to read "D. J. [unclear]", is written over a horizontal line.



Architects
Environmental
M/E/P
Surveyors

Engineers
Landscape Architects
Planners
Transportation/Traffic

500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841
Fax: 407.330.0639

Invoice

3002421
PO# 147123
Rep.# 154436
255

Batch 169055
Doc 564622

Bryan Gongre
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

November 12, 2013
Project No: U07134
Invoice No: 86155

Wekiva Surge Tank, Wekiva Springs, FL, Seminole County
Professional Services through October 13, 2013

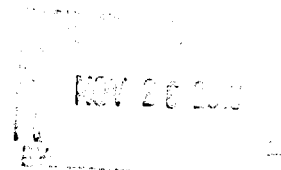
Phase A Splitter Box Design
Professional Personnel

	Hours	Rate	Amount
Sr. Project Manager	18.00	145.00	2,610.00
Senior Design Technician	1.41	100.00	141.00
Totals	19.41		2,751.00
Total Labor			2,751.00

Billing Limits	Current	Prior	To-Date
Labor	2,751.00	5,112.50	7,863.50
Limit			15,000.00
Remaining			7,136.50
Total this Phase			\$2,751.00
Total this Invoice			\$2,751.00

Services provided this period include:
- Hydraulic design of screen and splitter structure.

CPH, Inc.



RECEIVED
NOV 18 2013



Architects
Environmental
M/E/P
Surveyors

Engineers
Landscape Architects
Planners
Transportation/Traffic

Batch 170503
Doc 568782

500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841
Fax: 407.330.0639

Invoice

3002421
PO# 148511
Recpt# 155981
255

RECEIVED
DEC 09 2013

Bryan Gongre
Utilities, Inc. - Sanford Utilities Corp.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

December 03, 2013
Project No: U07134
Invoice No: 86227

Wekiva Surge Tank, Wekiva Springs, FL, Seminole County
Professional Services through November 17, 2013

Phase A Splitter Box Design

Professional Personnel

	Hours	Rate	Amount	
Sr. Project Manager	18.00	145.00	2,610.00	
Project Engineer	29.50	110.00	3,245.00	
Totals	47.50		5,855.00	
Total Labor				5,855.00

Billing Limits	Current	Prior	To-Date	
Labor	5,855.00	7,863.50	13,718.50	
Limit			15,000.00	
Remaining			1,281.50	
Total this Phase				\$5,855.00

Phase G Mechanical Bar Screen

Professional Personnel

	Hours	Rate	Amount	
Sr. Design Technician	80.00	100.00	8,000.00	
Totals	80.00		8,000.00	
Total Labor				8,000.00

RECEIVED

Billing Limits	Current	Prior	To-Date	
Labor	8,000.00	0.00	8,000.00	
Limit			10,000.00	
Remaining			2,000.00	
Total this Phase				\$8,000.00

Phase XXP Expenses

Reimbursable Expenses

Computer Plots		7.92		
Total Reimbursables		7.92		7.92

Unit Billing

2013 Mileage		28.82		
Total Units		28.82		28.82

Total this Phase \$36.74

Total this Invoice \$13,891.74

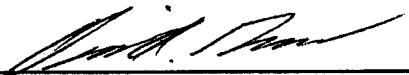
Project	U07134	Sanlando Wekiva Surge Tank	Invoice	86227
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Outstanding Invoices

Number	Date	Balance
86155	11/12/2013	2,751.00
Total		2,751.00

Services provided this period include:
- Head works and surge tank design.

CPH, Inc.





Architects
Environmental
M/E/P
Surveyors

Engineers
Landscape Architects
Planners
Transportation/Traffic

500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841
Fax: 407.330.0639

Invoice

3002421
PO 150517
Recpt. 158208

RECEIVED
JAN 08 2014
BY: _____

Bryan Gongre
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

January 03, 2014
Project No: U07134
Invoice No: 86631

Wekiva Surge Tank, Wekiva Springs, FL, Seminole County
Professional Services through December 15, 2013

Phase A Splitter Box Design
Professional Personnel

	Hours	Rate	Amount	
Project Engineer	10.00	110.00	1,100.00	
Totals	10.00		1,100.00	
Total Labor				1,100.00
Billing Limits	Current	Prior	To-Date	
Labor	1,100.00	13,718.50	14,818.50	
Limit			15,000.00	
Remaining			181.50	
		Total this Phase		\$1,100.00

Phase C Surge Pumping Design
Professional Personnel

	Hours	Rate	Amount	
Sr. Project Manager	14.00	145.00	2,030.00	
Sr. Design Technician	40.00	100.00	4,000.00	
Totals	54.00		6,030.00	
Total Labor				6,030.00
Billing Limits	Current	Prior	To-Date	
Labor	6,030.00	7,950.25	13,980.25	
Limit			25,000.00	
Remaining			11,019.75	
		Total this Phase		\$6,030.00

Phase D Surge Tank Mixing
Professional Personnel

	Hours	Rate	Amount	
Sr. Project Manager	2.00	145.00	290.00	
Sr. Design Technician	61.00	100.00	6,100.00	
Totals	63.00		6,390.00	
Total Labor				6,390.00
Billing Limits	Current	Prior	To-Date	
Labor	6,390.00	0.00	6,390.00	
Limit			7,500.00	
Remaining			1,110.00	

Project	U07134	Sanlindo Wekiva Surge Tank	Invoice	86631
			Total this Phase	\$6,390.00

Phase	E	Site Work		
Professional Personnel				
			Hours	Rate
			Amount	
	Sr. Design Technician		4.00	100.00
	Totals		4.00	400.00
	Total Labor			400.00
Billing Limits				
		Current	Prior	To-Date
	Labor	400.00	2,280.00	2,680.00
	Limit			10,000.00
	Remaining			7,320.00
			Total this Phase	\$400.00

Phase	G	Mechanical Bar Screen		
Professional Personnel				
			Hours	Rate
			Amount	
	Sr. Design Technician		20.00	100.00
	Totals		20.00	2,000.00
	Total Labor			2,000.00
Billing Limits				
		Current	Prior	To-Date
	Labor	2,000.00	8,000.00	10,000.00
	Limit			10,000.00
			Total this Phase	\$2,000.00

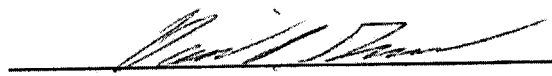
Phase	XXP	Expenses		
Reimbursable Expenses				
	Computer Plots			59.40
	Total Reimbursables			59.40
Unit Billing				
	2013 Mileage			11.30
	Total Units			11.30
			Total this Phase	\$70.70
			Total this Invoice	\$15,990.70

Outstanding Invoices

	Number	Date	Balance
	86227	12/3/2013	13,891.74
	Total		13,891.74

Services provided this period include:
 - Preparation of 90% design plans.

CPH, Inc.





Architects
Environmental
M/E/P
Surveyors

Engineers
Landscape Architects
Planners
Transportation/Traffic

500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841
Fax: 407.330.0639

Invoice

3002421
PO 152803
Rep# 160511

Bryan Gongre
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

February 06, 2014
Project No: U07134
Invoice No: 86997

Wekiva Surge Tank, Wekiva Springs, FL, Seminole County
Professional Services through January 12, 2014
Fee

Total Fee	84,500.00		
Percent Complete	96.1521	Total Earned	81,248.52
		Previous Fee Billing	62,719.89
		Current Fee Billing	18,528.63
		Total Fee	18,528.63
		Total this Invoice	\$18,528.63

Services provided this period include:
- 100% plans and specs.

CPH, Inc.

RECEIVED
FEB 12 2014



Architects
Environmental
M/E/P
Surveyors

Engineers
Landscape Architects
Planners
Transportation/Traffic

500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841
Fax: 407.330.0639

Invoice

Batch 176772

Doc 588411

3002421
PO# 154468
Rept# 162152

Bryan Gongre
Utilities, Inc. *Sanlando Utilities, Corp.*
200 Weathersfield Avenue
Altamonte Springs, FL 32714

255

February 28, 2014
Project No: U07134
Invoice No: 87342

Wekiva Surge Tank, Wekiva Springs, FL, Seminole County
Professional Services through February 23, 2014
Fee

Total Fee	84,500.00	Total Earned	84,500.00
Percent Complete	100.00	Previous Fee Billing	81,248.52
		Current Fee Billing	3,251.48
		Total Fee	3,251.48
		Total this Invoice	\$3,251.48

CPH, Inc.

RECEIVED
MAR 17 2014

RECEIVED
MAR 10 2014



Architects
Environmental
M/E/P
Surveyors

Engineers
Landscape Architects
Planners
Transportation/Traffic

500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841
Fax: 407.330.0639

Invoice

Supplier 3002421
PO 154592
Recpt 162261

Bryan Gongre
~~Utilities, Inc.~~ Sanlando Utilities Corp.
Attn: Accounts Payable
2335 Sanders Road
Northbrook, IL 60062

March 03, 2014
Project No: A2101.00
Invoice No: U07134-1307

Reimbursement for Application Fees Paid on Behalf of Client: Wekiva Surge Tank, Wekiva Springs, FL, Seminole County

Reimbursable Expenses

App.Fees Paid for Client			
2/26/2014	Seminole County	U07134-Site Plan Fee	225.00
2/27/2014	Florida Department of Environmental Protection	U07134-Wastewater Permit Fee	500.00
	Total Reimbursables		725.00
		Total this Invoice	\$725.00

Application fees advanced on behalf of Client are not included in our scope of services and are considered "extra" to the contracted fee. Said fees have been advanced as a courtesy to the Client and to expedite processing of the specific request. Please reimburse promptly.

CPH, Inc.

David A. Gerlach / CPH

CPI, INC.
PETTY CASH ACCOUNT
1117 E. ROBINSON ST.
ORLANDO, FL 32801

1577

DATE 2/24/14


 E-Check
Federal Reserve

PAY
TO THE
ORDER OF

Seminole Co.

\$ 225.00

Two Hundred + Twenty five and 00/100

DOLLARS 



ACH RT 061000104

FOR

407134

D. Kyle

⑆0000⑆577⑆

REDACTED

P.O. 67-1305

REDACTED

CPH, INC.
 PETTY CASH ACCOUNT
 1117 E. ROBINSON ST.
 ORLANDO, FL 32801

1578

DATE 2/27/14

PAY TO THE ORDER OF FDEP \$ 500.00

Five Hundred and 00/100 DOLLARS

SUNTRUST ACH RT 051000104

FOR 40713-1 - WW Permit

#671405 #00006578

[Signature]

CPH Auth # 67-1405



500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841

Invoice

3002421
PD# 156300
Rec# 167049

Bryan Gongre
Sanlando Utilities Corporation
200 Wethersfield Ave.
Altamonte Springs, FL 32714

April 30, 2014
Project No: U07134.1
Invoice No: 88227

RECEIVED
MAY 12 2014

Wekiva Headworks Construction Services, Wekiva Springs, FL, Seminole County
Professional Services through April 13, 2014

Fee

Total Fee	35,000.00			
Percent Complete	7.1429	Total Earned	2,500.02	
		Previous Fee Billing	0.00	
		Current Fee Billing	2,500.02	
		Total Fee		2,500.02
		Total this Invoice		\$2,500.02

Services provided this period include:
- Project pre-construction activities

CPH, Inc.



500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841

Invoice

3002421
PO 156300
Receipt 169313

Bryan Gongre
Sanlando Utilities Corporation
200 Wethersfield Ave.
Altamonte Springs, FL 32714

May 29, 2014
Project No: U07134.1
Invoice No: 88714

Wekiva Headworks Construction Services, Wekiva Springs, FL, Seminole County
Professional Services through May 11, 2014

Fee

Total Fee	35,000.00		
Percent Complete	21.4287	Total Earned	7,500.05
		Previous Fee Billing	2,500.02
		Current Fee Billing	5,000.03
		Total Fee	5,000.03
		Total this Invoice	\$5,000.03

Services provided this period include:
- Shop drawing review, pre-construction meeting, county permitting.

CPH, Inc.

FILED
JUN 12 2014



500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841

Invoice

3002421
PO# 156300
Rec'd. 172179

Bryan Gongre
Sanlando Utilities Corporation
200 Wethersfield Ave.
Altamonte Springs, FL 32714

July 10, 2014
Project No: U07134.1
Invoice No: 89264

Wekiva Headworks Construction Services, Wekiva Springs, FL, Seminole County
Professional Services through June 15, 2014

Fee

Total Fee	35,000.00		
Percent Complete	41.1629	Total Earned	14,407.02
		Previous Fee Billing	7,500.05
		Current Fee Billing	6,906.97
		Total Fee	6,906.97
		Total this Invoice	\$6,906.97

Services provided this period include:
- Site plan permitting and shop drawing reviews.

CPH, Inc.

RECEIVED
JUL 16 2014



500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841

Invoice

3002421
PD# 156300
Recpt# 174471

Bryan Gongre
Sanlando Utilities Corporation
200 Wethersfield Ave.
Altamonte Springs, FL 32714

August 06, 2014
Project No: U07134.1
Invoice No: 89656

Wekiva Headworks Construction Services, Wekiva Springs, FL, Seminole County
Professional Services through July 13, 2014

Fee

Total Fee	35,000.00			
Percent Complete	45.9858	Total Earned	16,095.03	
		Previous Fee Billing	14,407.02	
		Current Fee Billing	1,688.01	
		Total Fee		1,688.01
		Total this Invoice		\$1,688.01

Services provided this period include:
- Shop drawing review, building permit support documents.

CPH, Inc.

RECEIVED
AUG 12 2014

Invoice

3002421
PO-156300
Recpt. 177266



500 West Fulton Street
Sanford, FL 32771
Phone: 407.322.6841

RECEIVED
SEP 19 2014

Bryan Gongre
Sanlando Utilities Corporation
200 Wethersfield Ave.
Altamonte Springs, FL 32714

September 12, 2014
Project No: U07134.1
Invoice No: 90203

Wekiva Headworks Construction Services, Wekiva Springs, FL, Seminole County
Professional Services through August 10, 2014

Fee			
Total Fee	35,000.00		
Percent Complete	65.2722	Total Earned	22,845.27
		Previous Fee Billing	16,095.03
		Current Fee Billing	6,750.24
		Total Fee	6,750.24
		Total this Invoice	\$6,750.24

Services provided this period include:
- Construction services, building permitting, shop drawing review.

CPH, Inc.



500 West Fulton Street
Sanford, Florida 32771
Phone: 407.322.6841

Invoice

3002421
PO# 156300
Recpt# 179254

Bryan Gongre
Sanlando Utilities Corporation
200 Wethersfield Ave.
Altamonte Springs, FL 32714

October 07, 2014
Project No: U07134.1
Invoice No: 90362

RECEIVED
OCT 15 2014

Wekiva Headworks Construction Services, Wekiva Springs, FL, Seminole County
Professional Services through September 14, 2014

Fee

Total Fee	35,000.00			
Percent Complete	69.0952	Total Earned	24,183.32	
		Previous Fee Billing	22,845.27	
		Current Fee Billing	1,338.05	
		Total Fee		1,338.05
		Total this Invoice		\$1,338.05

Services provided this period include:
- Shop drawing review.

CPH, Inc.

Supplier # 3002528
 PO# 156297 / Recpt# 166887

APPLICATION AND CERTIFICATE FOR PAYMENT

A1A DOCUMENT G702

PAGE:

TO (OWNER):
 SANLANDO UTILITIES CORP.
 200 WEATHERSFIELD AVE
 ALTAMONTE SPRINGS, FL 32714
 FROM (CONTRACTOR):
 FL ENVIRONMENTAL CONST., INC.
 P.O. BOX 305
 HOWEY IN THE HILLS, FL 34737
CONTRACTOR'S APPLICATION FOR PAYMENT

PROJECT NAME:
 WEKIVA WRF HEADWORKS IMPROVEMENT
 VIA (ENGINEER): CPH ENGINEERS, INC.
 CPH ENGINEERS, INC
 1117 EAST ROBINSON ST
 ORLANDO, FL 32801

APPLICATION NO: 1
 PERIOD TO: 5/5/2014
 PROJECT NO: U07134
 JOB #: 155
 CONTRACT DATE: 4/16/2014

Distribution to:
 ___ OWNER
 ___ ARCHITECT
 ___ CONTRACTOR
 ___ ENGINEER

Application is made for payment, as shown below, in connection with the Contract.
 Continuation Sheet, A1A Document G703, is attached.

CHANGE ORDER SUMMARY			ADDITIONS	DEDUCTIONS
Change Orders approved in previous months by Owner		TOTAL	\$ -	\$ -
Approved this Month				
Number	Date Approved			
1				\$ (24,000.00)
TOTALS			\$ -	\$ (24,000.00)
Net Change by Change Orders.			\$ (24,000.00)	

1. ORIGINAL CONTRACT SUM.....	\$ 2,065,000.00
2. Net change by Change Orders.....	\$ (24,000.00)
3. CONTRACT SUM TO DATE (Line 1 + 2).....	\$ 2,041,000.00
4. TOTAL COMPLETED & STORED TO DATE.....	\$ 100,000.00
(COLUMN G ON G703)	
5. RETAINAGE:	
A. 10% OF COMPLETED WORK.....	\$ 100,000.00
(COLUMN D + E ON G703)	
B. ___% OF STORED MATERIAL.....	
(COLUMN F ON G703)	
TOTAL RETAINAGE (LINE 5A + 5B OR TOTAL IN COLUMN I OF G703).....	\$ 10,000.00
6. TOTAL EARNED LESS RETAINAGE.....	\$ 90,000.00
(LINE 4 LESS LINE 5 TOTAL)	
7. LESS PREVIOUS CERTIFICATES FOR PAYMENT (LINE 6 FROM PRIOR CERTIFICATE).....	\$ -
8. CURRENT PAYMENT DUE.....	\$ 90,000.00
9. BALANCE TO FINISH, PLUS RETAINAGE.....	\$ 1,951,000.00
(LINE 3 LESS LINE 6)	
OWNER: SANLANDO UTILITIES CORP.	

The undersigned Contractor certifies that to the best of the Contractor's knowledge, information and belief the Work covered by this Application for Payment has been completed in accordance with the Contract Documents, that all amounts have been paid by the Contractor for Work for which previous Certificates for Payment were issued and payments received from the Owner, and that current payment shown herein is now due.

CONTRACTOR: Florida Environmental Construction, Inc

By: Karen Lightsey Date: 5/5/2014
 Karen Lightsey, Vice President Date

BY: [Signature] DATE: 5/8/2014

ARCHITECT'S CERTIFICATE FOR PAYMENT

In accordance with the Contract Documents, based on on-site observations and the data comprising the above application, the Architect certifies to the Owner that to the best of the Architect's knowledge information and belief the Work has progressed as indicated, the quality of the Work is in accordance with the Contract Documents, and the Contractor is entitled to payment of the AMOUNT CERTIFIED.

ENGINEER: CPH ENGINEERS, INC.

BY: _____ DATE: _____

This Certificate is not negotiable. The AMOUNT CERTIFIED is payable only to the Contractor named herein. Issuance, payment and acceptance of payment are without prejudice to any rights of the Owner or Contractor under this Contract.

RECEIVED
MAY 08 2014

Batch 181022
Doc 600597

APPLICATION AND CERTIFICATE FOR PAYMENT

A1A DOCUMENT G702

PAGE:

TO (OWNER):
SANLANDO UTILITIES CORP.
 200 WEATHERSFIELD AVE
 ALTAMONTE SPRINGS, FL 32714
 FROM (CONTRACTOR):
FL ENVIRONMENTAL CONST., INC.
 P.O. BOX 305
 HOWEY IN THE HILLS, FL 34737
CONTRACTOR'S APPLICATION FOR PAYMENT

PROJECT NAME:
WEKIVA WRF HEADWORKS IMPROVEMENT
 VIA (ENGINEER): **CPH ENGINEERS, INC.**
CPH ENGINEERS, INC
1117 EAST ROBINSON ST
ORLANDO, FL 32801

APPLICATION NO: **2**
 PERIOD TO: **6/25/2014**
 PROJECT NO: **U07134**
 JOB # **155**
 CONTRACT DATE: **4/16/2014**

Distribution to:
 ___ OWNER
 ___ ARCHITECT
 ___ CONTRACTOR
 ___ ENGINEER

Application is made for payment, as shown below, in connection with the Contract.
 Continuation Sheet, A1A Document G703, is attached.

CHANGE ORDER SUMMARY				ADDITIONS	DEDUCTIONS
Change Orders approved in previous months by Owner			TOTAL	\$ -	\$ -
Approved this Month					
Number	Date Approved				
1					\$ (24,000.00)
TOTALS			\$	-	\$ (24,000.00)
Net Change by Change Orders.			\$	(24,000.00)	

The undersigned Contractor certifies that to the best of the Contractor's knowledge, information and belief the Work covered by this Application for Payment has been completed in accordance with the Contract Documents, that all amounts have been paid by the Contractor for Work for which previous Certificates for Payment were issued and payments received from the Owner, and that current payment shown herein is now due.

CONTRACTOR: Florida Environmental Construction, Inc

By: Karen Lightsey - V.P. 6/25/2014
 Karen Lightsey, Vice President Date

ARCHITECT'S CERTIFICATE FOR PAYMENT

In accordance with the Contract Documents, based on on-site observations and the data comprising the above application, the Architect certifies to the Owner that to the best of the Architect's knowledge information and belief the Work has progressed as indicated, the quality of the Work is in accordance with the Contract Documents, and the Contractor is entitled to payment of the AMOUNT CERTIFIED.

ENGINEER: CPH ENGINEERS, INC.

BY: _____ DATE: _____

This Certificate is not negotiable. The AMOUNT CERTIFIED is payable only to the Contractor named herein; issuance, payment and acceptance of payment are without prejudice to any rights of the Owner or Contractor under the Contract.

1. ORIGINAL CONTRACT SUM.....	\$ 2,065,000.00
2. Net change by Change Orders.....	\$ (24,000.00)
3. CONTRACT SUM TO DATE (Line 1 + 2).....	\$ 2,041,000.00
4. TOTAL COMPLETED & STORED TO DATE.....	\$ 143,000.00
(COLUMN G ON G703)	
5. RETAINAGE:	
A. 10% OF COMPLETED WORK.....	\$ 143,000.00
(COLUMN D + E ON G703)	
B. % OF STORED MATERIAL.....	
(COLUMN F ON G703)	
TOTAL RETAINAGE (LINE 5A + 5B OR TOTAL IN COLUMN I OF G703).....	\$ 14,300.00
6. TOTAL EARNED LESS RETAINAGE.....	\$ 128,700.00
(LINE 4 LESS LINE 5 TOTAL)	
7. LESS PREVIOUS CERTIFICATES FOR PAYMENT (LINE 6 FROM PRIOR CERTIFICATE).....	\$ 90,000.00
8. CURRENT PAYMENT DUE.....	\$ 38,700.00
9. BALANCE TO FINISH, PLUS RETAINAGE.....	\$ 1,912,300.00
(LINE 3 LESS LINE 6)	

OWNER: SANLANDO UTILITIES CORP.

BY: _____ DATE: _____

RECEIVED
 JUN 26 2014

Supplier 3002528
 PO# 156297
 Receipt # 170450

Batch
 Doc 610881

Supplier 3002528 PD. 156297 Recpb. 176294 (255)

APPLICATION AND CERTIFICATE FOR PAYMENT

A1A DOCUMENT G702

PAGE:

TO (OWNER):
SANLANDO UTILITIES CORP.
 200 WEATHERSFIELD AVE
 ALTAMONTE SPRINGS, FL 32714
 FROM (CONTRACTOR):
FL ENVIRONMENTAL CONST., INC.
 P.O. BOX 305
 HOWEY IN THE HILLS, FL 34737
CONTRACTOR'S APPLICATION FOR PAYMENT

PROJECT NAME:
WEKIVA WRF HEADWORKS IMPROVEMENT
 VIA (ENGINEER): **CPH ENGINEERS, INC.**
CPH ENGINEERS, INC
 1117 EAST ROBINSON ST
 ORLANDO, FL 32801

APPLICATION NO: **3**
 PERIOD TO: **8/29/2014**
 PROJECT NO: **U07134**
 JOB #: **155**
 CONTRACT DATE: **4/16/2014**

Distribution to:
 ___ OWNER
 ___ ARCHITECT
 ___ CONTRACTOR
 ___ ENGINEER

Application is made for payment, as shown below, in connection with the Contract.
 Continuation Sheet, A1A Document G703, is attached.

CHANGE ORDER SUMMARY			ADDITIONS	DEDUCTIONS
Change Orders approved in previous months by Owner		TOTAL	\$ -	\$ -
Approved this Month				
Number	Date Approved			
1				\$ (24,000.00)
TOTALS			\$ -	\$ (24,000.00)
Net Change by Change Orders.			\$ (24,000.00)	

1. ORIGINAL CONTRACT SUM..... \$ 2,065,000.00
 2. Net change by Change Orders..... \$ (24,000.00)
 3. CONTRACT SUM TO DATE (Line 1 + 2)..... \$ 2,041,000.00
 4. TOTAL COMPLETED & STORED TO DATE..... \$ 290,313.00
 (COLUMN G ON G703)
 5. RETAINAGE:
 A. 10% OF COMPLETED WORK..... \$ 290,313.00
 (COLUMN D + E ON G703)
 B. ___ % OF STORED MATERIAL.....
 (COLUMN F ON G703)
 TOTAL RETAINAGE (LINE 5A + 5B OR TOTAL IN COLUMN I OF G703)..... \$ 29,031.30
 6. TOTAL EARNED LESS RETAINAGE..... \$ 261,281.70
 (LINE 4 LESS LINE 5 TOTAL)
 7. LESS PREVIOUS CERTIFICATES FOR PAYMENT (LINE 6 FROM PRIOR CERTIFICATE)..... \$ 128,700.00
 8. CURRENT PAYMENT DUE..... \$ ~~132,581.70~~
 9. BALANCE TO FINISH, PLUS RETAINAGE..... \$ 1,779,718.30
 (LINE 3 LESS LINE 6)

The undersigned Contractor certifies that to the best of the Contractor's knowledge, information and belief the Work covered by this Application for Payment has been completed in accordance with the Contract Documents, that all amounts have been paid by the Contractor for Work for which previous Certificates for Payment were issued and payments received from the Owner, and that current payment shown herein is now due.

CONTRACTOR: Florida Environmental Construction, Inc.

By: Karen Lightsey - V.P. 8/29/2014
 Karen Lightsey, Vice President Date

OWNER: SANLANDO UTILITIES CORP.

BY: _____ DATE: _____

ARCHITECT'S CERTIFICATE FOR PAYMENT

In accordance with the Contract Documents, based on on-site observations and the data comprising the above application, the Architect certifies to the Owner that to the best of the Architect's knowledge information and belief the Work has progressed as indicated, the quality of the Work is in accordance with the Contract Documents, and the Contractor is entitled to payment of the AMOUNT CERTIFIED.

ENGINEER: CPH ENGINEERS, INC.

BY: _____ DATE: _____

This Certificate is not negotiable. The AMOUNT CERTIFIED is payable only to the Contractor named herein. Issuance, payment and acceptance of payment are without prejudice to any rights of the Owner or Contractor under this Contract.

RECEIVED
 SEP 08 2014

Doc 626731
 Batch 189777

632396

Doc

APPLICATION AND CERTIFICATE FOR PAYMENT

A1A DOCUMENT G702

PAGE: 4

TO (OWNER): SANLANDO UTILITIES CORP. 200 WEATHERSFIELD AVE ALTAMONTE SPRINGS, FL 32714 FROM (CONTRACTOR): FL ENVIRONMENTAL CONST., INC. P.O. BOX 305 HOWEY IN THE HILLS, FL 34737 CONTRACTOR'S APPLICATION FOR PAYMENT

PROJECT NAME: WEKVA WRF HEADWORKS IMPROVEMENT VIA (ENGINEER): CPH ENGINEERS, INC. CPH ENGINEERS, INC 1117 EAST ROBINSON ST ORLANDO, FL 32801

APPLICATION NO: PERIOD TO: 9/25/2014 PROJECT NO: U07134 JOB #: 155 CONTRACT DATE: 4/10/2014

Distribution to: OWNER ARCHITECT CONTRACTOR ENGINEER

RECEIVED SEP 29 2014

Application is made for payment, as shown below, in connection with the Contract. Continuation Sheet, A1A Document G703, is attached.

CHANGE ORDER SUMMARY table with columns: Change Orders approved in previous months by Owner, Approved this Month (Number, Date), TOTAL, ADDITIONS, DEDUCTIONS. Includes a row for 'Net Change by Change Orders' with a value of \$ (24,000.00).

Summary of contract items: 1. ORIGINAL CONTRACT SUM \$ 2,065,000.00; 2. Net change by Change Orders \$ (24,000.00); 3. CONTRACT SUM TO DATE \$ 2,041,000.00; 4. TOTAL COMPLETED & STORED TO DATE \$ 494,138.00; 5. RETAINAGE: A. 10% OF COMPLETED WORK \$ 494,138.00; B. % OF STORED MATERIAL; 6. TOTAL EARNED LESS RETAINAGE \$ 444,724.20; 7. LESS PREVIOUS CERTIFICATES FOR PAYMENT \$ 261,281.70; 8. CURRENT PAYMENT DUE \$ 183,442.50; 9. BALANCE TO FINISH, PLUS RETAINAGE \$ 1,596,275.80. OWNER: SANLANDO UTILITIES CORP.

The undersigned Contractor certifies that to the best of the Contractor's knowledge, information and belief the Work covered by this Application for Payment has been completed in accordance with the Contract Documents, that all amounts have been paid by the Contractor for Work for which previous Certificates for Payment were issued and payments received from the Owner, and that current payment shown herein is now due.

CONTRACTOR: Florida Environmental Construction, Inc

By: Karen Lightsey, Vice President 9/25/2014 Date

RECEIVED SEP 29 2014

ARCHITECT'S CERTIFICATE FOR PAYMENT

In accordance with the Contract Documents, based on on-site observations and the data comprising the above application, the Architect certifies to the Owner that to the best of the Architect's knowledge information and belief the Work has progressed as indicated, the quality of the Work is in accordance with the Contract Documents, and the Contractor is entitled to payment of the AMOUNT CERTIFIED.

ENGINEER: CPH ENGINEERS, INC.

BY: DATE:

This Certificate is not negotiable. The AMOUNT CERTIFIED is payable only to the Contractor named herein. Issuance, payment and acceptance of payment are without prejudice to any rights of the Owner or Contractor under this Contract.

Supplier 3002528 PD# 156297 Rec# 178212

300 2528
 PO# 156297
 Refl # 183435
 255

APPLICATION AND CERTIFICATE FOR PAYMENT

A1A DOCUMENT G702

PAGE:

TO (OWNER):
 SANLANDO UTILITIES CORP.
 200 WEATHERSFIELD AVE
 ALTAMONTE SPRINGS, FL 32714
 FROM (CONTRACTOR):
 FL ENVIRONMENTAL CONST., INC.
 P.O. BOX 305
 HOWEY IN THE HILLS, FL 34737

PROJECT NAME:
 WEKIVA WRF HEADWORKS IMPROVEMENT
 VIA (ENGINEER): CPH ENGINEERS, INC.
 CPH ENGINEERS, INC
 1117 EAST ROBINSON ST
 ORLANDO, FL 32801

APPLICATION NO: 6
 PERIOD TO: 11/26/2014
 PROJECT NO: U07134
 JOB #: 155
 CONTRACT DATE: 4/16/2014

Distribution to:
 ___ OWNER
 ___ ARCHITECT
 ___ CONTRACTOR
 ___ ENGINEER

CONTRACTOR'S APPLICATION FOR PAYMENT

Application is made for payment, as shown below, in connection with the Contract.
 Continuation Sheet, A1A Document G703, is attached.

CHANGE ORDER SUMMARY		TOTAL	ADDITIONS	DEDUCTIONS
Change Orders approved in previous months by Owner		\$ -	\$ -	\$ -
Approved this Month				
Number	Date Approved			
1				\$ (24,000.00)
2	10/20/2014			\$ 24,000.00
TOTALS		\$ -	\$ -	\$ -
Net Change by Change Orders.		\$ -		

1. ORIGINAL CONTRACT SUM.....	\$ 2,065,000.00
2. Net change by Change Orders.....	\$ -
3. CONTRACT SUM TO DATE (Line 1 + 2).....	\$ 2,065,000.00
4. TOTAL COMPLETED & STORED TO DATE.....	\$ 826,138.00
(COLUMN G ON G703)	
5. RETAINAGE:	
A. 10% OF COMPLETED WORK.....	\$ 826,138.00
(COLUMN D + E ON G703)	
B. ___% OF STORED MATERIAL.....	
(COLUMN F ON G703)	
TOTAL RETAINAGE (LINE 5A + 5B OR TOTAL IN COLUMN I OF G703).....	\$ 82,613.80
6. TOTAL EARNED LESS RETAINAGE.....	\$ 743,524.20
(LINE 4 LESS LINE 5 TOTAL)	
7. LESS PREVIOUS CERTIFICATES FOR PAYMENT (LINE 6 FROM PRIOR CERTIFICATE).....	\$ 444,724.20
8. CURRENT PAYMENT DUE.....	\$ 298,800.00
9. BALANCE TO FINISH, PLUS RETAINAGE.....	\$ 1,321,475.80
(LINE 3 LESS LINE 6)	

OWNER: SANLANDO UTILITIES CORP.

BY: 

DATE: 12/10/14

ENGINEER: CPH ENGINEERS, INC.

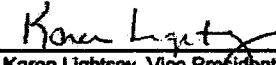
BY: _____

DATE: _____

This Certificate is not negotiable. The AMOUNT CERTIFIED is payable only to the Contractor named herein. Issuance, payment and acceptance of payment are without prejudice to any rights of the Owner or Contractor under this Contract.

The undersigned Contractor certifies that to the best of the Contractor's knowledge, information and belief the Work covered by this Application for Payment has been completed in accordance with the Contract Documents, that all amounts have been paid by the Contractor for Work for which previous Certificates for Payment were issued and payments received from the Owner, and that current payment shown herein is now due.

CONTRACTOR: Florida Environmental Construction, Inc

By:  11/26/2014
 Karen Lightsey, Vice President Date

RECEIVED
 DEC 11 2014

ARCHITECT'S CERTIFICATE FOR PAYMENT

In accordance with the Contract Documents, based on on-site observations and the data comprising the above application, the Architect certifies to the Owner that to the best of the Architect's knowledge information and belief the Work has progressed as indicated, the quality of the Work is in accordance with the Contract Documents, and the Contractor is entitled to payment of the AMOUNT CERTIFIED.

Batch _____
 Doc 649590

3002528 / PO# 156297
 Receipt # 184241

APPLICATION AND CERTIFICATE FOR PAYMENT

A1A DOCUMENT G702

PAGE:

TO (OWNER):
 SANLANDO UTILITIES CORP.
 200 WEATHERSFIELD AVE
 ALTAMONTE SPRINGS, FL 32714
 FROM (CONTRACTOR):
 FL ENVIRONMENTAL CONST., INC.
 P.O. BOX 305
 HOWEY IN THE HILLS, FL 34737

PROJECT NAME:
 WEKIVA WRF HEADWORKS IMPROVEMENT
 VIA (ENGINEER): CPH ENGINEERS, INC.
 CPH ENGINEERS, INC
 1117 EAST ROBINSON ST
 ORLANDO, FL 32801

APPLICATION NO: 6
 PERIOD TO: 12/20/2014
 PROJECT NO: U07134
 JOB #: 155
 CONTRACT DATE: 4/16/2014

Distribution to:
 ___ OWNER
 ___ ARCHITECT
 ___ CONTRACTOR
 ___ ENGINEER

CONTRACTOR'S APPLICATION FOR PAYMENT

Application is made for payment, as shown below, in connection with the Contract.
 Continuation Sheet, A1A Document G703, is attached.

CHANGE ORDER SUMMARY		TOTAL	ADDITIONS	DEDUCTIONS
Change Orders approved in previous months by Owner		\$ -	\$ -	\$ -
Approved this Month				
Number	Date Approved			
1				\$ (24,000.00)
2	10/20/2014			\$ 24,000.00
TOTALS		\$ -	\$ -	\$ -
Net Change by Change Orders.		\$ -		

1. ORIGINAL CONTRACT SUM.....	\$ 2,041,000.00
2. Net change by Change Orders.....	\$ 24,000.00
3. CONTRACT SUM TO DATE (Line 1 + 2).....	\$ 2,065,000.00
4. TOTAL COMPLETED & STORED TO DATE.....	\$ 1,030,763.00
(COLUMN G ON G703)	
5. RETAINAGE:	
A. 10% OF COMPLETED WORK.....	\$ 1,030,763.00
(COLUMN D + E ON G703)	
B. ___% OF STORED MATERIAL.....	
(COLUMN F ON G703)	
TOTAL RETAINAGE (LINE 5A + 5B OR TOTAL IN COLUMN I OF G703).....	\$ 103,076.30
6. TOTAL EARNED LESS RETAINAGE.....	\$ 927,686.70
(LINE 4 LESS LINE 5 TOTAL)	
7. LESS PREVIOUS CERTIFICATES FOR PAYMENT (LINE 6 FROM PRIOR CERTIFICATE).....	\$ 743,524.20
8. CURRENT PAYMENT DUE.....	\$ 184,162.50
9. BALANCE TO FINISH, PLUS RETAINAGE.....	\$ 1,137,313.30
(LINE 3 LESS LINE 6)	

OWNER: SANLANDO UTILITIES CORP.

BY: _____ DATE: _____

ENGINEER: CPH ENGINEERS, INC.

BY: _____ DATE: _____

This Certificate is not negotiable. The AMOUNT CERTIFIED is payable only to the Contractor named herein. Issuance, payment and acceptance of payment are without prejudice to any rights of the Owner or Contractor under this Contract.

The undersigned Contractor certifies that to the best of the Contractor's knowledge, information and belief the Work covered by this Application for Payment has been completed in accordance with the Contract Documents, that all amounts have been paid by the Contractor for Work for which previous Certificates for Payment were issued and payments received from the Owner, and that current payment shown herein is now due.

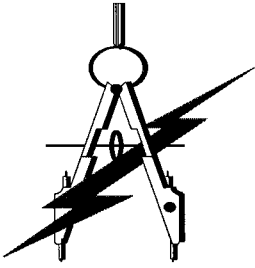
CONTRACTOR: Florida Environmental Construction, Inc

By: Karen Lightsey - Vice Pres 12/20/2014
 Karen Lightsey, Vice President Date

ARCHITECT'S CERTIFICATE FOR PAYMENT

In accordance with the Contract Documents, based on on-site observations and the data comprising the above application, the Architect certifies to the Owner that to the best of the Architect's knowledge information and belief the Work has progressed as indicated, the quality of the Work is in accordance with the Contract Documents, and the Contractor is entitled to payment of the AMOUNT CERTIFIED.

#9



Economy Electric Company

Engineers

Electrical

Contractors

PE0043445
EB0000287

538 West Street
Daytona Beach
Florida 32114

EC0000709 EC0002188
EC0002189

DATE: JULY 30, 2014

PROJECT SCOPE

WEKIVA WWTP MCC REPLACEMENT

FURNISHED & INSTALLED BY EEC:

- PERMIT AND INSPECTION FEES
- ELECTRICAL TESTING (INDEPENDENT NETA FIRM) C. E. TESTING
- SELECTIVE DEMOLITION
- ELECTRICAL TESTING
- FIBER CONDUIT WTP TO WWTP (ALT #1)
- WIRELESS SCADA WORK (ALT #1)
- NEW CONDUIT AND WIRING BLOWERS #1, 2 & 3
- NEW 1000A CIRCUIT BREAKER & POWER MONITOR @ POWER PANEL P1
- NEW FEEDERS FROM EXISTING ATS TO POWER PANEL P1
- NEW MOTOR STARTERS, CONDUIT AND WIRING TO (2) EXHAUST FANS
- NEW CONDUIT AND WIRING FOR CONTROLS

FURNISHED BY OTHERS / INSTALLED BY EEC:

- VFD'S
- FIBER OPTIC CABLE

FURNISHED & INSTALLED BY OTHERS / ELECTRICAL CONNECTION EEC:

- ScadaOne WORK (SEE ATTACHED)

EXCLUDED WORK / NOT INCLUDED IN PRICING:

- ALL CUTTING, PATCHING AND PAINTING
- PERMIT AND INSECTION FEES
- BONDING
- UTILITY COMPANY FEES

PRICING:

BASE		\$182,000.00
ALT #1	CONDUIT FOR FIBER OPTIC	\$16,000.00 (ADD)
	ScadaOne PRICING	\$18,000.00 (ADD)
	TOTAL	\$34,000.00

July 29, 2014

Heith A Hays
Economy Electric Company
538 West Street
Daytona Beach, FL 32114
(386) 252-0573

Re: Utilities Inc., Sanlando Utilities Corporation, Wekiva WRF MCC Replacement (SCADA Upgrades)

Mr. Hays,

We are pleased to offer this proposal for a complete solution for the Wekiva WRF MCC Replacement (SCADA Upgrades). As per the referenced Sections, we have included the following in our scope as specified:

Task 1 – Sections 13300, 13320 and 13321 \$ 39,932.00

1. Shop Drawings and Submittals
2. Project management and coordination with the Owner and the Contractor
3. SCADA Server and UPS
4. SCADA Firewall(s), connectivity and configuration
5. WAN Connectivity
6. HMI Licenses (10K Tags, redundant with alarm call out)
7. Configure and test network and SCADA redundancy
8. Blower/Control Panel Final Termination Assistance
9. WTP PLC programming and HMI configuration
10. Training and O&M Manuals
11. Acceptance Testing

13330 (Alternative Additive No. 1) \$ 16,947.00

1. We are proposing a wireless 1.536 Mbs link between the Control Building and the WWTP PLC in place of the specified fiber optic link. This has been approved by the Owner and Engineer.
2. HMI programming and configuration for the WWTP PLC and remote I/O

Clarifications

1. The specified PM800 located in the MCC must have the Modbus TCP Ethernet option installed. Both the configuration settings and Modbus manuals must be provided to ScadaOne.
2. All conduits and wiring fall under Division 16 and are supplied by others. Conductors to the PLC must follow standard UL508 color codes and each conductor shall be clearly identified with the same identification label on both ends. ScadaOne will provide a wire schedule for control wiring if desired.
3. The I/O database for the Additive Alternative No. 1 WWTP PLCs must be supplied to ScadaOne including, Point, Description, I/O address, and PLC communication configuration for integration into the Utility Wide SCADA System. A single point of contact shall be identified for software coordination.

Payment and Terms

The total price for the above scope of services is \$ 56,879.00. ScadaOne will provide monthly invoices based upon efforts expended. Payment(s) are due within 15 days of invoice based on the customer approved schedule of values. Payments may not be held due to delays or performance issues outside of the scope of ScadaOne. ScadaOne may stop work if payments are 30 days past due.

We look forward to this opportunity to work with you and look forward to a continuing relationship. Please feel free to contact me at your convenience if you have any questions.

Sincerely,

Kevin Mathes, President
Systems Designer



Date: July 29, 2014

Quotation #14146

Reference: Wekiva WWTP MCC Replacement
Seminole County, FL.

C.E. Testing, Inc. is pleased to perform the following scope of work per Section 16050:

- Circuit Breakers – 100 Amp & Larger, Visual & Mechanical (5)
- Conductors 600 Volt - Visual & Mechanical, Megger (18 Sets)
- Data Base Conductors - Visual & Mechanical, Megger (40)
- Power Panel - Visual & Mechanical (1)
- Grounding System - Fall of Potential Method (1)
- Thermoscan – Infrared Hot Spot Inspection (1)

TESTING PRICE: \$3,940.00

A current one line drawing for our Technician will be required on our first mobilization.

When testing and setting breakers, a Coordination Study will be required to be at the job site prior to our mobilization or additional charges could be incurred for return visits to reset the breaker settings.

The Thermoscan price includes one technician, necessary equipment and a formal report including pictures of problem areas listing the degree of severity and recommendations for repair. We will require one journeyman from your company to accompany our technician to open cabinets and enclosures and to identify equipment.

The testing work is to be completed under one mobilization except for the Thermoscan.

Our price is firm for 90 days.

Work is quoted on a straight time basis unless otherwise stated. Temporary power is to be provided at the job site at no cost to us.

Thank you for this opportunity to be of service to you. If you have any questions, or if we may be of further service, please contact us at (904) 653-1900. We look forward to working with you on this project.

Sincerely,
Don Jenkins
Don Jenkins

Crews Electrical Testing, Inc.
6148 Tim Crews Rd. Macclenny, FL 32063
Office: (904) 653-1900 Fax: (904) 653-1911



7/30/2014
Bailey Engineering
Attn. : Steve Bailey
RE: Wekiva MCC Replacement

North Lake Electric is pleased to submit the following price for the above referenced project. This price includes all materials, labor, and taxes for a complete system as per the plans and specifications. Please see the scope of work listed below.

Included in Scope

- 1) Drawing Sheets E01-I02
- 2) Extended Warranty for VFDs
- 3) Electrical Gear and SSS 1,2,3
- 4) Third Party Electrical Testing
- 5) Scada one Scope Attached
- 6) Demo work

Not included In Scope

- 1) Power company charges
- 2) Power consumption charges
- 3) Possible Landscaping Damage
- 4) Bond Rate of 1%
- 5) Duct Bank and pull boxes for fiber optic cable show as add alt #1
Thia will be done wirelessly

The Price for Base Bid Is:	\$ 181,400.00
Add Alt. #1	\$ 17,500.00
	\$ 198,900.00

X

Ryan Strong
Vice President

North Lake Electric, Inc. is not responsible for errors or omissions in the design of this project with respect to local and state codes.

BILL BAHLER

THOMPSON ELECTRIC, LLC

PO BOX 2531 INVERNESS, FL 34451

CELL: (407) 947-9499 ▲ PHONE: (352) 637-0702 ▲ FAX: (352) 637-0702

Email: bill.bahler@thompstonelecfl.com

Proposal

No. P711-0714

July 30, 2014

Bailey Engineering Consultants, Inc.
10620 Griffin Road, Suite 202
Cooper City, FL 33328
ATTN: Stephen Bailey

Re: Utilities, Inc. - Wekiva WWTP MCC Replacement, Seminole County, Florida

Dear Stephen Bailey,

Thompson Electric, LLC is pleased to offer the following proposal for your review and consideration.

Thompson Electric, LLC will furnish a complete electrical installation per the Bailey Engineering Electrical Plan, Sheets E-01 thru E-08, and Instrumentation Plan, Sheets I-1 and I-2, dated July 2014.

Also we will adhere to the following Specification Sections:

Instrumentation

Section 13300, 1 thru 14
Section 13320, 1 thru 10
Section 13321, 1 thru 5
Section 13330, 1 thru 4
(omit fiber optic cable)

Electrical

Section 16050, 1 thru 8
Section 16108, 1 thru 5
Section 16110, 1 thru 6
Section 16120, 1 thru 4
Section 16160, 1 thru 4
Section 16450, 1 thru 2

NOTE: Thompson Electric, LLC has included Scada One, LLC as the system supplier as directed in Specification Section 13300, Part 1, 1.01, C for:

- Sections 13300, 13320 and 13321 (TASK-1)
- Section 13330 (Additive Alternate No. 1)

BASE BID - \$205,000.00

ADDITIVE ALTERNATE No. 1 - \$17,963.00

TOTAL PRICE - \$222,963.00

This proposal may be withdrawn by us if not accepted within 30 days.

Respectfully submitted,

William P. Bahler
Project Manager

WPB/ssr

#10

RECEIVED
APR 10 2014



3006381
PO 156980 Recpt. 164739

Bill To:

Utilities Inc. of Florida - Sanlando Utilities Corp.
200 Weathersfield Avenue
Altamonte Springs, FL 32714
Attn: Bryan K. Gongre

Invoice

Date	Invoice #
4/5/2014	KH13015.6
BEC Project #	Client Project #
UI14002	

Description	Contract Amount	Previously Invoiced	% Complete	Current Amount
Wekiva Wastewater Treatment Facility (WWTF) Electrical Upgrades Sanlando Utilities Corporation, Inc., Florida				
Electrical Engineering Services	28,000.00		30.00%	8,400.00

Payments/Credits \$0.00

Current Amount Due \$8,400.00

Supplier 3006381
 PO# 154278
 Recpt.# 171498



Bill To:
 Sanlando Utilities Corp.
 Utilities Inc. of Florida
 200 Weathersfield Avenue
 Altamonte Springs, FL 32714
 Attn: Bryan K. Gongre

Invoice

Date	Invoice #
5/30/2014	UI14002.2
BEC Project #	Client Project #
UI14002	

Description	Contract Amount	Previously Invoiced	% Complete	Current Amount
Wekiva Wastewater Treatment Facility (WWTF) Electrical Upgrades Sanlando Utilities Corporation, Inc., Florida Electrical Engineering Services	28,000.00	8,400.00	90.00%	16,800.00

Payments/Credits \$0.00

Current Amount Due \$16,800.00

8401 Lake Worth Road, Suite 220, Lake Worth, FL 33467
 Voice: (561) 819-0488 Fax: (561) 819-5557 Web: www.baileyengineering.com

RECEIVED
 JUL 09 2014



Bill To:

Utilities Inc. of Florida - Sanlando Utilities Corp.
 200 Weathersfield Avenue
 Altamonte Springs, FL 32714
 Attn: Bryan K. Gongre

Invoice

Date	Invoice #
9/8/2014	UI14002.3
BEC Project #	Client Project #
UI14002	

Description	Contract Amount	Previously Invoiced	% Complete	Current Amount
Wekiva Wastewater Treatment Facility (WWTF) Electrical Upgrades Sanlando Utilities Corporation, Inc., Florida				
Electrical Engineering Services	28,000.00	25,200.00	100.00%	2,800.00

Payments/Credits

\$0.00

Current Amount Due

\$2,800.00

8401 Lake Worth Road, Suite 220, Lake Worth, FL 33467
 Voice: (561) 819-0488 Fax: (561) 819-5557 Web: www.baileyengineering.com

3006381
 PO# 154278
 Recpt# 181285



RECEIVED
 NOV 07 2014

Bill To:

Utilities Inc. of Florida Sanlando Utilities Corp.
 200 Weathersfield Avenue
 Altamonte Springs, FL 32714
 Attn: Bryan K. Gongre

Invoice

Date	Invoice #
10/29/2014	UI14003.1
BEC Project #	Client Project #
UI14003	

Description	Contract Amount	Previously Invoiced	% Complete	Current Amount
Wekiva Wastewater Treatment Facility (WWTF) Electrical Upgrades Sanlando Utilities Corporation				
General Services during Construction	14,000.00		20.00%	2,800.00

Payments/Credits \$0.00

Current Amount Due \$2,800.00

8401 Lake Worth Road, Suite 220, Lake Worth, FL 33467
 Voice: (561) 819-0488 Fax: (561) 819-5557 Web: www.baileyengineering.com

North Lake Electric Inc.
 300-1 Richey Rd
 Leesburg, FL 34748

3057925
 PD# 166528
 Receipt# 184053

Invoice

Date	Invoice #
12/15/2014	372

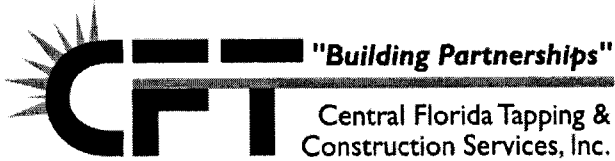
Bill To
Utilities Inc. Sanlando Utilities Co. 200 Weathersfield Ave Altamonte Springs, FL 32714

P.O. No.	Terms	Project
Wekiva MCC		

Item	Description	Est Amt	Prior Amt	Prior %	Qty	Rate	Curr %	Total %	Amount
16 labor	Wekiva MCC replacement					45,412.13			45,412.13

Total						\$45,412.13			
Payments/Credits						\$0.00			
Balance Due						\$45,412.13			

#12



P.O. Box 521279
 Longwood, FL 32752-1279
 Phone: 407-834-8271
 Fax: 407-834-3859

CU C055705
 CB C045652
 CONT. V 13942900011997

March 19, 2014

Bryan Gongre
 Sanlando Utilities Corporation
 200 Weathersfield Ave.
 Altamonte Springs, Fl. 32714-4027

Re: Gravity Sanitary Repairs

Dear Bryan,

We propose the following,

<u>Item No.</u>	<u>Description</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Total</u>
1	Devonshire & Preston Road	1	LS	\$ 59,950.00	\$ 59,950.00
2	Forest Park Circle	1	LS	\$ 44,135.00	\$ 44,135.00
3	Cumberland Circle	1	LS	\$ 91,735.00	\$ 91,735.00
4	Cottesmore Circle	1	LS	\$ 77,260.00	\$ 77,260.00
5	Fox Valley Drive	1	LS	\$ 71,629.00	\$ 71,629.00
6	Lonesome Pine Drive	1	LS	\$ 121,690.00	\$ 121,690.00
7	Knollcrest Drive	1	LS	\$ 55,995.00	\$ 55,995.00
Total					\$ 522,394.00

If you have any questions please call.

Sincerely,

Rick Bullington

Delete Item #2 - \$44,135.00

Revised Total - \$478,259.00

TRAVERSE GROUP, INC.

PO BOX 121754
CLERMONT, FL 34712

Estimate

Date	Estimate #
2/28/2014	2014 UI 8

Name / Address
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

Project
SANLANDO SANITARY REPA...

Description	Qty	Units	Rate	Total
SANLANDO SANITARY REPAIR				
406-411 \$58,650.00				
303-306 \$79,975.13				
108 \$42,000.00				
114-118 \$56,950.00				
106-100 \$86,400.00				
525-550 \$93,300.00				
406-411				
Mobilization	1	LS	7,500.00	7,500.00
MOT	1	LS	5,500.00	5,500.00
Dewater	1	LS	4,500.00	4,500.00
Excavate and Removal	1	LS	4,500.00	4,500.00
Sanitary Bypass	1	LS	3,500.00	3,500.00
Pipe Repair	26	LF	700.00	18,200.00
Sidewalk Removal and Replace	30	LF	95.00	2,850.00
Curb Removal and Replace	30	LF	85.00	2,550.00
Video	1	LS	2,000.00	2,000.00
Road Base Repair	1	LS	3,500.00	3,500.00
Asphalt Patch	1	LS	2,000.00	2,000.00
Final Dress and Sod	1	LS	750.00	750.00
Pre Con Video	1	LS	800.00	800.00
Permitting	1	LS	500.00	500.00
SUBTOTAL \$58,650.00				
303-306				
Mobilization	1	LS	6,500.00	6,500.00
MOT	1	LS	5,500.00	5,500.00
Dewater	1	LS	6,000.00	6,000.00
Excavate and Removal	1	LS	6,500.00	6,500.00
Sanitary Bypass	1	LS	3,500.13	3,500.13
Pipe Repair	75	LF	250.00	18,750.00
Lateral	1	EA	950.00	950.00
Sidewalk Removal and Replace	80	LF	75.00	6,000.00
Curb Removal and Replace	75	LF	65.00	4,875.00
Driveway Repair	2	EA	1,800.00	3,600.00
Estimate Accepted By: _____			Total	

TRAVERSE GROUP, INC.

PO BOX 121754
CLERMONT, FL 34712

Estimate

Date	Estimate #
2/28/2014	2014 UI 8

Name / Address
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

Project
SANLANDO SANITARY REPA...

Description	Qty	Units	Rate	Total
Video	1	LS	2,000.00	2,000.00
Road Base Repair	1	LS	7,500.00	7,500.00
Asphalt Patch	1	LS	5,500.00	5,500.00
Final Dress and Sod	1	LS	1,500.00	1,500.00
Pre Con Video	1	LS	800.00	800.00
Permitting	1	LS	500.00	500.00
SUBTOTAL \$79,975.13				
108				
Mobilization	1	LS	4,500.00	4,500.00
MOT	1	LS	4,500.00	4,500.00
Dewater	1	LS	4,500.00	4,500.00
Excavate and Removal	1	LS	4,500.00	4,500.00
Sanitary Bypass	1	LS	2,500.00	2,500.00
Lateral	1	EA	3,000.00	3,000.00
Sidewalk Removal and Replace	30	LF	95.00	2,850.00
Curb Removal and Replace	30	LF	85.00	2,550.00
Driveway Repair	1	LS	2,500.00	2,500.00
Video	1	LS	2,000.00	2,000.00
Road Base Repair	1	LS	2,000.00	2,000.00
Asphalt Patch	1	LS	2,000.00	2,000.00
Final Dress and Sod	1	LS	1,500.00	1,500.00
Landscape	1	LS	1,800.00	1,800.00
Pre Con Video	1	LS	800.00	800.00
Permitting	1	LS	500.00	500.00
SUBTOTAL \$42,000.00				
114-118				
Mobilization	1	LS	6,500.00	6,500.00
MOT	1	LS	4,500.00	4,500.00
Dewater	1	LS	4,500.00	4,500.00
Excavate and Removal	1	LS	4,500.00	4,500.00
Sanitary Bypass	1	LS	3,500.00	3,500.00
Pipe Repair	30	LF	550.00	16,500.00
Lateral	1	EA	1,500.00	1,500.00
Driveway Repair	1	LS	2,500.00	2,500.00

Estimate Accepted By: _____

Total

TRAVERSE GROUP, INC.

PO BOX 121754
CLERMONT, FL 34712

Estimate

Date	Estimate #
2/28/2014	2014 UI 8

Name / Address
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

Project
SANLANDO SANITARY REPA...

Description	Qty	Units	Rate	Total
Curb Repair and Replace	40	LF	85.00	3,400.00
Video	1	LS	2,000.00	2,000.00
Road Base Repair	1	LS	3,500.00	3,500.00
Asphalt Patch	1	LS	2,000.00	2,000.00
Final Dress and Sod	1	LS	750.00	750.00
Pre Con Video	1	LS	800.00	800.00
Permitting	1	LS	500.00	500.00
SUBTOTAL \$56,950.00				
100-106				
Mobilization	1	LS	7,500.00	7,500.00
MOT	1	LS	6,000.00	6,000.00
Dewater	1	LS	7,500.00	7,500.00
Excavate and Removal	1	LS	7,500.00	7,500.00
Sanitary Bypass	1	LS	5,500.00	5,500.00
Pipe Repair	60	LF	365.00	21,900.00
Lateral	4	EA	1,500.00	6,000.00
Driveway Repair	2	EA	1,800.00	3,600.00
Curb Removal and Replace	70	LF	55.00	3,850.00
Video	1	LS	2,000.00	2,000.00
Road Base Repair	1	LS	7,500.00	7,500.00
Asphalt Patch	1	LS	5,500.00	5,500.00
Final Dress and Sod	1	LS	750.00	750.00
Pre Con Video	1	LS	800.00	800.00
Permitting	1	LS	500.00	500.00
SUBTOTAL \$86,400.00				
525-550				
Mobilization	1	LS	9,500.00	9,500.00
MOT	1	LS	7,500.00	7,500.00
Dewater	1	LS	8,500.00	8,500.00
Excavate and Removal	1	LS	15,000.00	15,000.00
Sanitary Bypass	1	LS	7,500.00	7,500.00
Pipe Repair	25	LF	850.00	21,250.00
Lateral	2	EA	1,500.00	3,000.00
Video	1	LS	2,000.00	2,000.00
Estimate Accepted By: _____	Total			

TRAVERSE GROUP, INC.

PO BOX 121754
CLERMONT, FL 34712

Estimate

Date	Estimate #
2/28/2014	2014 UI 8

Name / Address
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

Project
SANLANDO SANITARY REPA...

Description	Qty	Units	Rate	Total
Road Base Repair	1	LS	9,500.00	9,500.00
Asphalt Patch	1	LS	7,500.00	7,500.00
Final Dress and Sod	1	LS	750.00	750.00
Pre Con Video	1	LS	800.00	800.00
Permitting	1	LS	500.00	500.00
SUBTOTAL \$93,300.00				

Estimate Accepted By: _____	Total	\$417,275.13
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QUOTATION

AMERICAN IN-LINE INSPECTION, INC.

**415 Timaquan Trail
Edgewater, FL 32132**

**(386) 409-5446 ~ Phone
(386) 957-4919 ~ Fax**

Proposal Submitted To: Utilities, Inc.	Phone: (800) 272-1919 Ext. 1360	Date: 02/21/14
Street: 200 Weathersfield Ave.	Job Name: I & I Deficiency Corrections	
City, State, Zip Code: Altamonte Springs, FL 32714	Job Location: Various Locations Altamonte Spring, FL	
ATTN: Mr. Bryan Gongre	Email: KBKGongre@uiwater.com	

We propose to perform the following:

Install approximately 220 +/- LF of 8" C.I.P.P. sectional liner repairs, using the Stephens Technologies NLC-115-18 100% epoxy lamination system. Our price includes all labor, pipe cleaning, material, equipment, and workmanship to complete the project, along with a clear typed report, pre & post video before & after the repairs. (DVD/VHS) Additional copies are \$20.00 each.

Install approx. 220 +/- LF of 8" 4.5mm C.I.P.P. Sectional Liner Repairs @ \$425.00 per LF..\$ 93,500.00

TOTAL \$ 93,500.00

To be provided by others : Acceptable access to system to perform duties requested, permits, traffic control, water meter or clean water source, by-pass pumping & plugging with a suitable dump site for debris or environmental disposal charges will apply.

** Please note that any downtime out of our control will be billed at an hourly rate of \$175.00 per hour.
Example – Waiting on MOT to be moved, etc.

We appreciate this opportunity to serve **Utilities, Inc.**

Note: This proposal may be withdrawn by us if not accepted within **30** days.
Terms: NET 30 DAYS

REPRESENTATIVE: **Walt Kush**

Authorized Signature: _____

Date: 02/21/14

Acceptance of Proposal...The above prices, specifications, and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above. We understand that attorney fees and collection costs will be recovered if contract is not paid in full.

Authorized Signature: _____

Date: _____

QUOTATION

AMERICAN IN-LINE INSPECTION, INC.

**415 Timaquan Trail
Edgewater, FL 32132**

**(386) 409-5446 ~ Phone
(386) 957-4919 ~ Fax**

Proposal Submitted To:	Utilities, Inc.	Phone: (800) 272-1919 Ext. 1360	Date: 02/21/14
Street:	200 Weathersfield Ave.	Job Name:	I & I Deficiency Corrections
City, State, Zip Code	Altamonte Springs, FL 32714	Job Location:	Various Locations Altamonte Spring, FL
ATTN:	Mr. Bryan Gongre	Email:	KBKGongre@uiwater.com

We propose to perform the following:

Rehab approx. Twelve (12) Manholes (Average Depth 8 ft.) By pressure washing all loose debris, chemical pressure grout infiltration/intrusion defects, cementitious patch work prior to coating the entire interior structure with 500 mils of calcium aluminate. Our price includes mobilization, all labor to clean & prep the manhole, material, equipment and workmanship to complete the project.

Vac Truck & Crew to Pre Clean approx. 12 Manholes Prior to Coating.....\$ N/C
Pressure Wash/Sandblasting, Chemical Pressure Grout, Cementitious Patch Work, Sealing & Coat 500 mils of Calcium Aluminate
Rehab approx. 12 Manholes 500 mils of Calcium Aluminate @ \$340.00 per VF.....\$ 32,640.00
(Average Manhole Depth 8 ft.)

Total Price \$ 32,640.00

To be provided by others: : Acceptable access to system to perform duties requested, permits, traffic control, water meter or clean water source, by-pass pumping & plugging with a suitable dump site for debris or environmental disposal charges will apply.

**** Please note that any downtime out of our control will be billed at an hourly rate of \$175.00 per hour.**

Example - Waiting on MOT to be moved, etc.

We appreciate this opportunity to serve Utilities, Inc.

Note: This proposal may be withdrawn by us if not accepted within 30 days.

Terms: NET 30 DAYS

REPRESENTATIVE: Walt Kush

Authorized Signature: _____

Date: 02/21/14

Acceptance of Proposal...The above prices, specifications, and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above. We understand that attorney fees and collection costs will be recovered if contract is not paid in full.

Authorized Signature: _____

Date: _____

QUOTATION

AMERICAN IN-LINE INSPECTION, INC.

**415 Timaquan Trail
Edgewater, FL 32132**

**(386) 409-5446 ~ Phone
(386) 957-4919 ~ Fax**

Proposal Submitted To: Utilities, Inc.	Phone: (800) 272-1919 Ext. 1360	Date: 02/21/14
Street: 200 Weathersfield Ave.	Job Name: I & I Deficiency Corrections	
City, State, Zip Code: Altamonte Springs, FL 32714	Job Location: Various Locations Altamonte Spring, FL	
ATTN: Mr. Bryan Gongre	Email: KBKGongre@uiwater.com	

We propose to perform the following:

Install approximately 14,353 +/- LF of 8" C.I.P.P. manhole to manhole liner, using the Stephens Technologies NLC-115-18 100% epoxy lamination system. Our price includes all labor, pipe cleaning, material, equipment, and workmanship to complete the project, along with a clear typed report, pre & post video before & after the repairs. (DVD/VHS) Additional copies are \$20.00 each.

Install approx. 14,353 +/- LF of 8" 4.5mm C.I.P.P. M/H to M/H Liner @ \$48.00 per LF...\$ 688,944.00
No Lateral Grouting Needed with Stephens Technologies Epoxy Lamination System
Reinstate approx. 109 Laterals @ \$125.00 each.....\$ 13,625.00

TOTAL \$ 702,569.00

To be provided by others: : Acceptable access to system to perform duties requested, permits, traffic control, water meter or clean water source, by-pass pumping & plugging with a suitable dump site for debris or environmental disposal charges will apply.

** Please note that any downtime out of our control will be billed at an hourly rate of \$175.00 per hour.
Example – Waiting on MOT to be moved, etc.

We appreciate this opportunity to serve **Utilities, Inc.**

Note: This proposal may be withdrawn by us if not accepted within **30** days.
Terms: NET 30 DAYS

REPRESENTATIVE: **Walt Kush**

Authorized Signature: _____

Date: 02/21/14

Acceptance of Proposal...The above prices, specifications, and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above. We understand that attorney fees and collection costs will be recovered if contract is not paid in full.

Authorized Signature: _____

Date: _____

All Work Priorities

Bid Item per Docs	Description	Unit of	Per Bid	Bid Price	Total
		Measure	Quantity		
1	CIPP High Priority Lines	LF	14,360	\$ 25.80	\$ 370,488.00
2	Lateral Reinstatement High Priority Line	LF	109	\$ 305.00	\$ 33,245.00
3	CIPP Medium Priority Lines	LF	2,090	\$ -	\$ -
4	Lateral Reinstatement Medium Priority	LF	8	\$ -	\$ -
5	CIPP Low Priority Lines	LF	3,120	\$ -	\$ -
6	Lateral Reinstatement Low Priority Line	LF	24	\$ -	\$ -
7	CIPP Short Liners	LF	220	\$ 320.00	\$ 70,400.00
8	Manhole rehabilitation	EA	12	\$ 1,590.00	\$ 19,080.00
9	Root removal and Application	LF	2,480	\$ 2.10	\$ 5,208.00
					\$ 498,421.00

Priority

Bid Item per Docs	Description	Unit of	Per Bid	Bid Price	Total
		Measure	Quantity		
1	CIPP High Priority Lines	LF	9,150	\$ 26.30	\$ 240,645.00
2	Lateral Reinstatement High Priority Line	LF	77	\$ 302.60	\$ 23,300.20
3	CIPP Medium Priority Lines	LF	2,090	\$ 30.40	\$ 63,536.00
4	Lateral Reinstatement Medium Priority	LF	8	\$ 360.30	\$ 2,882.40
5	CIPP Low Priority Lines	LF	3,120	\$ 25.00	\$ 78,000.00
6	Lateral Reinstatement Low Priority Line	LF	24	\$ 298.90	\$ 7,173.60
7	CIPP Short Liners	LF	220	\$ 320.00	\$ 70,400.00
8	Manhole rehabilitation	EA	12	\$ 1,588.80	\$ 19,065.60
9	Root removal and Application	LF	2,480	\$ 2.10	\$ 5,208.00
					\$ 510,210.80



VacVision Environmental LLC

107 S. Warwick Rd
 Greenville, SC 29617
 Phone (864) 283-0141 Fax (813) 626-0777

DATE: 2/18/2014
CUSTOMER: Utilities Inc.
PROJECT: Sanlando Utilities I&I Deficiency Corrections

PAY ITEM NUMBER	PAY ITEM DESCRIPTION	PAY ITEM QUANTITY	UNIT OF MEASURE	UNIT PRICE	TOTAL PRICE
<u>High Priority</u>					
1	Furnish & Install 8" Cured In Place Pipe	9,150.00	LF	\$ 28.00	\$ 256,200.00
2	Post Lining Lateral Reinstatements / Grouting	77.00	LS	\$ 300.00	\$ 23,100.00
3	Furnish & Install CIPP Sectional / Short Liners	220.00	LF	\$ 300.00	\$ 66,000.00
4	Sanitary Sewer Manhole Rehabilitation	12.00	EA	\$ 1,500.00	\$ 18,000.00
5	Furnish & Install Chemical Root Treatment w/ Mechanical Root Removal Ceaning	2,480.00	LF	\$ 4.00	\$ 9,920.00
<u>Medium Priority</u>					
1	Furnish & Install 8" Cured In Place Pipe	2,090.00	LF	\$ 28.00	\$ 58,520.00
2	Post Lining Lateral Reinstatements / Grouting	8.00	LS	\$ 300.00	\$ 2,400.00
<u>Low Priority</u>					
1	Furnish & Install 8" Cured In Place Pipe	3,120.00	LF	\$ 28.00	\$ 87,360.00
2	Post Lining Lateral Reinstatements / Grouting	24.00	LS	\$ 300.00	\$ 7,200.00
				Total	\$ 528,700.00

Proposal Notes:
 Proposal excludes tuberculation removal
 Proposal does not include performance / payment bonds - Add 2%

Liner Installation Process

The liner inversion process will take appox. 2 hours to complete. At the completion of the inversion the curing process will take pl
 The water temperature will be raised to 145 degrees and maintained for one hour. Following that hour the temerature will be



VacVision Environmental LLC

107 S. Warwick Rd
Greenville, SC 29617
Phone (864) 283-0141 Fax (813) 626-0777

DATE: 2/18/2014

CUSTOMER: Utilities Inc.

PROJECT: Sanlando Utilities I&I Deficiency Corrections

raised to 180 degrees and maintained for three hours. After the curing has taken place the one hour cool down process starts. Once the cool down period is completed the ends will be cut and the reinstatement of laterals will take place. The approximate total duration of the CIPP lining installation will be about eight hours.

Date: 2/18/2014

Submitted by: Wesley A. Kingery / Managing Member

If you find the above proposal satisfactory, please provide a purchase order number, sign and return the original to us. To schedule the above services, please fax the signed proposal to us and contact our office as soon as possible.

Purchase order number _____

Submitted to: Accepted this _____ day of _____, 20_____

Signature of Purchaser

Printed Name and Title

Job Name **Sanlando Sewer Repairs**



BOYKIN CONSTRUCTION

116 W. Center Street * PO Box 38
Minneola, Florida 34755
(352) 394-5993 phone (352) 394-8456 fax

Job # 1414
Date 3/27/2014

Description	Quantity	UM	Unit Price	Total Cost
Sewer Manhole 106 - 100	1	L/S	\$65,220.00	\$65,220.00
Sewer Manhole 108	1	L/S	\$82,150.00	\$82,150.00
Sewer Manhole 114 - 118	1	L/S	\$47,596.00	\$47,596.00
Sewer Manhole 303 - 306	1	L/S	\$62,450.00	\$62,450.00
Sewer Manhole 406 - 411	1	L/S	\$95,320.00	\$95,320.00
Sewer Manhole 525 - 550	1	L/S	\$91,720.00	\$91,720.00
				\$444,456.00

This proposal is subject to acceptance within 30 days and is void thereafter at the option of the undersigned:

Signature: *Bobby Sammons*

Acceptance of Proposal

The above prices and conditions are hereby accepted. You are authorized to do the work as specified.

Date: _____

Signature: _____

Print Name: _____



PROPOSAL

DATE: February 21, 2014

SUBMITTED TO: Utilities, Inc. of Florida
200 Weathersfield Avenue
Altamonte Springs, FL 32714
Attn: Bryan K. Gongre
Regional Manager

JOB LOCATION: Altamonte Springs, FL

We propose hereby to furnish material and labor - complete in accordance with specifications below, for the sum of
Eight Hundred Six Thousand Five Hundred Ninety dollars and no cents (\$806,590.00)

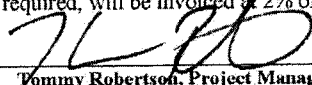
Payment terms - 100% within thirty (30) days upon completion and acceptance.
All material is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from specifications below involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado and other necessary insurance. Our workers are fully covered by Workman's Compensation insurance. Note: This proposal may be withdrawn by us if not accepted within thirty days.

We hereby submit specifications and estimates as follows:
Layne Inliner, LLC shall supply all equipment, materials and labor to perform the work as follows:

DESCRIPTION	QTY	UNIT	PRICE	TOTAL
Mobilization	1	LS	\$1,500.00	\$1,500.00
Furnish/Install 8" CIPP	14,360	LF	\$45.00	\$646,200.00
Lateral Reinstatements/Grout Testing	109	EA	\$430.00	\$46,870.00
Short Liners	220	LF	\$300.00	\$66,000.00
Manhole Rehabilitation	12	EA	\$1,595.00	\$19,140.00
Root Removal	2,480	LF	\$6.00	\$14,880.00
Warranty Inspection	1	LS	\$12,000.00	\$12,000.00
			TOTAL	\$806,590.00

NOTES:

- Inliner to be installed as per ASTM & manufacturer's specifications.
- Payment shall be based on actual field measurements from center of inlet to center of outlet.
- This proposal is subject to pre-TV inspection by Layne Inliner, LLC indicating that line conditions are acceptable for installation of Inliner.
- Price quoted does not include point repairs if required prior to installing Inliner.
- Owner to provide dump site for disposal of debris removed from sewer system.
- If payment is not received within 30 days of invoice a 1.5% monthly finance charge will be assessed on all outstanding balances.
- Proposal does not include bonds or permit fees. Bond, if required, will be invoiced at 2% of the total. Permit fees, if any, will be invoiced at cost.

Signature 
Tommy Robertson, Project Manager

Acceptance of Proposal - The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Date of Acceptance _____ Authorized Signature _____

#13

TRAVERSE GROUP, INC.

CLERMONT, FL 34712

Phone # 352-409-6630
 aroehn@traverse-group.com

3043813

PO 156907

Recpt. 175411

Invoice

Date	Invoice #
8/26/2014	2014 UI8 D4

Bill To
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

P.O. No.	Terms	Project
	Due on receipt	SANLANDO SANITARY REPAIRS

Description	Units	Quantity	Scheduled Value	Application Amount
SANLANDO SANITARY REPAIR				
406-411 FOXVALLEY			\$58,650.00	
303-306 LONESOME PINE			\$79,975.13	
108 KNOLLCREST			\$42,000.00	
114-118 COTTESMORE			\$56,950.00	
106-100 CUMBERLAND			\$86,400.00	
525-550 DEVONSHIRE			\$93,300.00	
406-411 FOXVALLEY DRIVE				
Mobilization	LS	0.75	7,500.00	5,625.00
MOT	LS	1	5,500.00	5,500.00
Dewater	LS	0.75	4,500.00	3,375.00
Excavate and Removal	LS	1	4,500.00	4,500.00
Sanitary Bypass	LS	1	3,500.00	3,500.00
Pipe Repair	LF	26	700.00	18,200.00
Sidewalk Removal and Replace	LF	30	95.00	2,850.00
Curb Removal and Replace	LS	30	85.00	2,550.00
Road Base Repair	LS	1	3,500.00	3,500.00
Asphalt Patch	LS	1	2,000.00	2,000.00
Final Dress and Sod	LS	1	750.00	750.00
SUBTOTAL \$58,650.00				
303-306 LONESOME PINE DRIVE				
Mobilization	LS	1	6,500.00	6,500.00
MOT	LS	1	5,500.00	5,500.00
Dewater	LS	1	6,000.00	6,000.00
Excavate and Removal	LS	1	6,500.00	6,500.00
Sanitary Bypass	LS	1	3,500.13	3,500.13
Pipe Repair	LF	75	250.00	18,750.00
Lateral	EA	1	950.00	950.00
Sidewalk Removal and Replace	LF	80	75.00	6,000.00
Curb Removal and Replace	LF	75	65.00	4,875.00
Driveway Repair	EA	2	1,800.00	3,600.00
Video	LS	1	2,000.00	2,000.00
Road Base Repair	LS	1	7,500.00	7,500.00
Asphalt Patch	LS	1	5,500.00	5,500.00
It's been a pleasure working with you!			Total	

TRAVERSE GROUP, INC.

CLERMONT, FL 34712

Phone # 352-409-6630
 aroehn@traverse-group.com

Invoice

Date	Invoice #
8/26/2014	2014 UI8 D4

Bill To
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

P.O. No.	Terms	Project
	Due on receipt	SANLANDO SANITARY REPAIRS

Description	Units	Quantity	Scheduled Value	Application Amount
Pre Con Video SUBTOTAL \$79,975.13	LS	1	800.00	800.00
108 KNOLLCREST				
Mobilization	LS	0.25	4,500.00	1,125.00
Dewater	LS	0.5	4,500.00	2,250.00
Pre Con Video	LS	1	800.00	800.00
SUBTOTAL \$42,000.00				
114-118 COTTESMORE				
Lateral	EA	1	1,500.00	1,500.00
Asphalt Patch	LS	1	2,000.00	2,000.00
SUBTOTAL \$56,950.00				
100-106 CUMBERLAND				
SUBTOTAL \$86,400.00				
525-550 DEVONSHIRE				
SUBTOTAL \$93,300.00				
It's been a pleasure working with you!			Total	\$138,000.13

TRAVERSE GROUP, INC.

Invoice

CLERMONT, FL 34712

Supplier 3043813
PO# 156907
Recpt 17371b

Phone # 352-409-6630
arohn@traverse-group.com

Date	Invoice #
7/31/2014	2014 UI8 D3

Bill To
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

P.O. No.	Terms	Project
	Due on receipt	SANLANDO SANITARY REPAIRS

Description	Units	Quantity	Scheduled Value	Application Amount
SANLANDO SANITARY REPAIR				
406-411 FOXVALLEY \$58,650.00				
303-306 LONESOME PINE \$79,975.13				
108 KNOLLCREST \$42,000.00				
114-118 COTTESMORE \$56,950.00				
106-100 CUMBERLAND \$86,400.00				
525-550 DEVONSHIRE \$93,300.00				
406-411 FOXVALLEY DRIVE				
Mobilization	LS	0.25	7,500.00	1,875.00
Dewater	LS	0.25	4,500.00	1,125.00
Pre Con Video	LS	1	800.00	800.00
SUBTOTAL \$58,650.00				
303-306 LONESOME PINE DRIVE				
SUBTOTAL \$79,975.13				
108 KNOLLCREST				
SUBTOTAL \$42,000.00				
114-118 COTTESMORE				
Mobilization	LS	0.25	6,500.00	1,625.00
MOT	LS	1	4,500.00	4,500.00
Dewater	LS	0.5	4,500.00	2,250.00
Excavate and Removal	LS	1	4,500.00	4,500.00
Sanitary Bypass	LS	1	3,500.00	3,500.00
Pipe Repair	LF	30	550.00	16,500.00
Driveway Repair	LS	1	2,500.00	2,500.00
Curb Repair and Replace	LF	40	85.00	3,400.00
Video	LS	1	2,000.00	2,000.00
Road Base Repair	LS	1	3,500.00	3,500.00
Final Dress and Sod	LS	1	750.00	750.00
SUBTOTAL \$56,950.00				
100-106 CUMBERLAND				
Mobilization	LS	1	7,500.00	7,500.00
Thank you for your business.			Total	

TRAVERSE GROUP, INC.

Invoice

CLERMONT, FL 34712

Phone # 352-409-6630
 aroehn@traverse-group.com

Date	Invoice #
7/31/2014	2014 U18 D3

Bill To
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

P.O. No.	Terms	Project
	Due on receipt	SANLANDO SANITARY REPAIRS

Description	Units	Quantity	Scheduled Value	Application Amount
MOT	LS	1	6,000.00	6,000.00
Dewater	LS	1	7,500.00	7,500.00
Excavate and Removal	LS	0.2	7,500.00	1,500.00
Driveway Repair	EA	2	1,800.00	3,600.00
Pre Con Video	LS	1	800.00	800.00
SUBTOTAL \$86,400.00				
525-550 DEVONSHIRE				
MOT	LS	0.1	7,500.00	750.00
Final Dress and Sod	LS	1	750.00	750.00
SUBTOTAL \$93,300.00				
Thank you for your business.			Total	\$77,225.00

TRAVERSE GROUP, INC.

CLERMONT, FL 34712

Phone # 352-409-6630
arohn@traverse-group.com

3043813

PO 156907

Recpt. 175414

Invoice

Date	Invoice #
8/26/2014	2014UI8CO1

Bill To
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

P.O. No.	Terms	Project
306 LONSOME PINE	Due on receipt	SANLANDO SANITARY REPAIRS

Description	Units	Quantity	Scheduled Value	Application Amount
MANHOLE 306 SANLANDO SANITARY REPAIR				
MOT	LS	1	3,500.00	3,500.00
Dewatering	LS	1	7,500.00	7,500.00
Excavate & Removal	LS	1	4,500.00	4,500.00
Sanitary Bypass	LS	1	1,250.00	1,250.00
Pipe Repair	LF	20	250.00	5,000.00
Sidewalk Removal & Roplacement	LF	40	75.00	3,000.00
Driveway Apron	LS	1	1,800.00	1,800.00
Curb Replacement	LF	35	75.00	2,625.00
Road Base Repair	LF	24	75.00	1,800.00
Asphalt Patch	LS	1	5,000.00	5,000.00
Testing	LS	1	2,000.00	2,000.00
			Total	\$37,975.00

DRAW REQUEST

PROJECT: SANLANDO SANITARY REPAIRS
 OWNER: SANLANDO UTILITIES CORPORATION
 INVOICE #: D-5
 BUS. NUMBER:
 PO NUMBER:
 DATE: AUG 27, 2014

TRAVERSE GROUP INC

PO BOX 121754
 CLERMONT, FL. 34712
 (352)409-6630
 (352)267-8095

D-5

A ITEM NO.	B DESCRIPTION OF WORK	C SCHEDULED VALUE	D WORK COMPLETED		G TOTAL COMPL.& STORED TO DATE (D+E+F)	H % (G/C)	I BAL. TO FINISH (C-G)
			PREVIOUS APPLICATIONS	THIS APPLICATION WORK IN PLACE			
406-411 FOXVALLEY DRIVE							
2	MOBILIZATION	7,500.00	7,500.00	0.00	7,500.00	100%	0.00
3	MOT	5,500.00	5,500.00	0.00	5,500.00	100%	0.00
4	DEWATER	4,500.00	4,500.00	0.00	4,500.00	100%	0.00
5	EXCAVATE AND REMOVALS	4,500.00	4,500.00	0.00	4,500.00	100%	0.00
6	SANITARY BYPASS	3,500.00	3,500.00	0.00	3,500.00	100%	0.00
7	PIPE REPAIR	18,200.00	18,200.00	0.00	18,200.00	100%	0.00
8	SIDEWALK REMOVE AND REPLACE	2,850.00	2,850.00	0.00	2,850.00	100%	0.00
9	CURB REMOVE AND REPLACE	2,550.00	2,550.00	0.00	2,550.00	100%	0.00
10	VIDEO	2,000.00	0.00	2,000.00	2,000.00	100%	0.00
11	ROAD BASE REPAIR	3,500.00	3,500.00	0.00	3,500.00	100%	0.00
12	ASPHALT PATCH	2,000.00	2,000.00	0.00	2,000.00	100%	0.00
13	FINAL DRESS AND SOD	750.00	750.00	0.00	750.00	100%	0.00
14	PRE CON VIDEO	800.00	800.00	0.00	800.00	100%	0.00
	PERMIT	500.00	500.00	0.00	500.00	100%	0.00
	SUBTOTAL				58,650.00		
303-306 LONESOME PINE DRIVE							
1	MOBILIZATION	6,500.00	6,500.00	0.00	6,500.00	100%	0.00
2	MOT	5,500.00	5,500.00	0.00	5,500.00	100%	0.00
3	DEWATER	6,000.00	6,000.00	0.00	6,000.00	100%	0.00
4	EXCAVATE AND REMOVALS	6,500.00	6,500.00	0.00	6,500.00	100%	0.00
5	SANITARY BYPASS	3,500.13	3,500.13	0.00	3,500.13	100%	0.00
6	PIPE REPAIR	18,750.00	18,750.00	0.00	18,750.00	100%	0.00

8	LATERAL	950.00	950.00	0.00	950.00	100%	0.00
9	SIDEWALK REMOVE AND REPLACE	6,000.00	6,000.00	0.00	6,000.00	100%	0.00
10	CURB REMOVE AND REPLACE	4,875.00	4,875.00	0.00	4,875.00	100%	0.00
11	DRIVEWAY REPAIRS	3,600.00	3,600.00	0.00	3,600.00	100%	0.00
12	VIDEO	2,000.00	2,000.00	0.00	2,000.00	100%	0.00
13	ROAD BASE REPAIR	7,500.00	7,500.00	0.00	7,500.00	100%	0.00
14	ASPHALT PATCH	5,500.00	5,500.00	0.00	5,500.00	100%	0.00
15	FINAL DRESS AND SOD	1,500.00	0.00	1,500.00	1,500.00	100%	0.00
16	PRE CON VIDEO	800.00	800.00	0.00	800.00	100%	0.00
	PERMIT	500.00	500.00	0.00	500.00	100%	0.00
	SUBTOTAL				79,975.13		
1	108 KNOLLCREST						
2	MOBILIZATION	4,500.00	1,125.00	3,375.00	4,500.00	100%	0.00
3	MOT	4,500.00	0.00	4,500.00	4,500.00	100%	0.00
4	DEWATER	4,500.00	2,250.00	2,250.00	4,500.00	100%	0.00
5	EXCAVATE AND REMOVALS	4,500.00	0.00	4,500.00	4,500.00	100%	0.00
7	SANITARY BYPASS	2,500.00	0.00	2,500.00	2,500.00	100%	0.00
8	LATERAL	3,000.00	0.00	3,000.00	3,000.00	100%	0.00
9	SIDEWALK REMOVE AND REPLACE	2,850.00	0.00	2,850.00	2,850.00	100%	0.00
10	CURB REMOVE AND REPLACE	2,550.00	0.00	2,550.00	2,550.00	100%	0.00
11	DRIVEWAY REPAIR	2,500.00	0.00	2,500.00	2,500.00	100%	0.00
12	VIDEO	2,000.00	0.00	2,000.00	2,000.00	100%	0.00
13	ROAD BASE REPAIR	2,000.00	0.00	2,000.00	2,000.00	100%	0.00
14	ASPHALT PATCH	2,000.00	0.00	2,000.00	2,000.00	100%	0.00
15	FINAL DRESS AND SOD	1,500.00	0.00	1,500.00	1,500.00	100%	0.00
16	LANDSCAPE	1,800.00	0.00	1,800.00	1,800.00	100%	0.00
17	PRE CON VIDEO	800.00	800.00	0.00	800.00	100%	0.00
	PERMIT	500.00	500.00	0.00	500.00	100%	0.00
	SUBTOTAL				42,000.00		
1	114-118 COTTESMORE						
2	MOBILIZATION	6,500.00	6,500.00	0.00	6,500.00	100%	0.00
3	MOT	4,500.00	4,500.00	0.00	4,500.00	100%	0.00
4	DEWATER	4,500.00	4,500.00	0.00	4,500.00	100%	0.00
5	EXCAVATE AND REMOVALS	4,500.00	4,500.00	0.00	4,500.00	100%	0.00
6	SANITARY BYPASS	3,500.00	3,500.00	0.00	3,500.00	100%	0.00
	PIPE REPAIR	16,500.00	16,500.00	0.00	16,500.00	100%	0.00
7	LATERAL	1,500.00	1,500.00	0.00	1,500.00	100%	0.00
8	DRIVEWAY REPAIR	2,500.00	2,500.00	0.00	2,500.00	100%	0.00
9	CURB REMOVE AND REPLACE	3,400.00	3,400.00	0.00	3,400.00	100%	0.00
10	VIDEO	2,000.00	2,000.00	0.00	2,000.00	100%	0.00
11	ROAD BASE REPAIR	3,500.00	3,500.00	0.00	3,500.00	100%	0.00

12	ASPHALT PATCH	2,000.00	2,000.00	0.00	2,000.00	100%	0.00
13	FINAL DRESS AND SOD	750.00	750.00	0.00	750.00	100%	0.00
14	PRE CON VIDEO	800.00	800.00	0.00	800.00	100%	0.00
	PERMIT	500.00	500.00	0.00	500.00	100%	0.00
	SUBTOTAL				56,950.00		
1	100-106 CUMBERLAND						
2	MOBILIZATION	7,500.00	7,500.00	0.00	7,500.00	100%	0.00
3	MOT	6,000.00	6,000.00	0.00	6,000.00	100%	0.00
4	DEWATER	7,500.00	7,500.00	0.00	7,500.00	100%	0.00
5	EXCAVATE AND REMOVALS	7,500.00	1,500.00	6,000.00	7,500.00	100%	0.00
6	SANITARY BYPASS	5,500.00	0.00	5,500.00	5,500.00	100%	0.00
7	PIPE REPAIR	21,900.00	0.00	21,900.00	21,900.00	100%	0.00
8	LATERAL	6,000.00	0.00	6,000.00	6,000.00	100%	0.00
9	DRIVEWAY REPAIR	3,600.00	3,600.00	0.00	3,600.00	100%	0.00
10	CURB REMOVE AND REPLACE	3,850.00	0.00	3,850.00	3,850.00	100%	0.00
11	VIDEO	2,000.00	0.00	2,000.00	2,000.00	100%	0.00
12	ROAD BASE REPAIR	7,500.00	0.00	7,500.00	7,500.00	100%	0.00
13	ASPHALT PATCH	5,500.00	0.00	5,500.00	5,500.00	100%	0.00
14	FINAL DRESS AND SOD	750.00	0.00	750.00	750.00	100%	0.00
15	PRE CON VIDEO	800.00	800.00	0.00	800.00	100%	0.00
	PERMIT	500.00	500.00	0.00	500.00	100%	0.00
16	CREDIT MEMO	-59,000.00	0.00	-59,000.00	-59,000.00	100%	0.00
	SUBTOTAL				27,400.00		
1	525-550 DEVONSHIRE						
2	MOBILIZATION	9,500.00	9,500.00	0.00	9,500.00	100%	0.00
3	MOT	7,500.00	7,500.00	0.00	7,500.00	100%	0.00
4	DEWATER	8,500.00	8,500.00	0.00	8,500.00	100%	0.00
5	EXCAVATE AND REMOVALS	15,000.00	15,000.00	0.00	15,000.00	100%	0.00
6	SANITARY BYPASS	7,500.00	7,500.00	0.00	7,500.00	100%	0.00
7	PIPE REPAIR	21,250.00	21,250.00	0.00	21,250.00	100%	0.00
10	LATERAL	3,000.00	3,000.00	0.00	3,000.00	100%	0.00
11	VIDEO	2,000.00	2,000.00	0.00	2,000.00	100%	0.00
12	ROAD BASE REPAIR	9,500.00	9,500.00	0.00	9,500.00	100%	0.00
13	ASPHALT PATCH	7,500.00	7,500.00	0.00	7,500.00	100%	0.00
14	FINAL DRESS AND SOD	750.00	750.00	0.00	750.00	100%	0.00
15	PRE CON VIDEO	800.00	800.00	0.00	800.00	100%	0.00
	PERMIT	500.00	500.00	0.00	500.00	100%	0.00

	SUBTOTAL				93,300.00		
1	306 LONESOME PINE DR						
2	MOT	3,500.00	3,500.00	0.00	3,500.00	100%	0.00
3	DEWATER	7,500.00	7,500.00	0.00	7,500.00	100%	0.00
4	EXCAVATE AND REMOVAL	4,500.00	4,500.00	0.00	4,500.00	100%	0.00
5	SANITARY BYPASS	1,250.00	1,250.00	0.00	1,250.00	100%	0.00
6	PIPE REPAIR	5,000.00	5,000.00	0.00	5,000.00	100%	0.00
7	SIDEWALK REMOVAL AND REPLACEMENT	3,000.00	3,000.00	0.00	3,000.00	100%	0.00
10	DRIVEWAY APRON	1,800.00	1,800.00	0.00	1,800.00	100%	0.00
11	CURB REPLACEMENT	2,625.00	2,625.00	0.00	2,625.00	100%	0.00
12	ROAD BASE REPAIR	1,800.00	1,800.00	0.00	1,800.00	100%	0.00
13	ASPHALT PATCH	5,000.00	5,000.00	0.00	5,000.00	100%	0.00
14	FINAL DRESS AND SOD	1,500.00	0.00	1,500.00	1,500.00	100%	0.00
15	TESTING	2,000.00	2,000.00	0.00	2,000.00	100%	0.00
	MASONARY REPAIRS	1,500.00	0.00	1,500.00	1,500.00	100%	0.00
	SUBTOTAL				40,975.00		0.00
1	221 HICKORY DRIVE						
2	MOBILIZATION	6,500.00	0.00	6,500.00	6,500.00	100%	0.00
3	MOT	4,500.00	0.00	4,500.00	4,500.00	100%	0.00
4	DEWATER	5,750.00	0.00	5,750.00	5,750.00	100%	0.00
5	EXCAVATE AND REMOVAL	5,500.00	0.00	5,500.00	5,500.00	100%	0.00
6	SANITARY BYPASS	3,500.00	0.00	3,500.00	3,500.00	100%	0.00
7	PIPE REPAIR	8,400.00	0.00	8,400.00	8,400.00	100%	0.00
10	SIDEWALK REMOVAL AND REPLACEMENT	0.00	0.00	0.00	0.00	100%	0.00
11	CURB REMOVE & REPLACE	0.00	0.00	0.00	0.00	100%	0.00
12	ROAD BASE REPAIR	0.00	0.00	0.00	0.00	100%	0.00
13	ASPHALT PATCH	0.00	0.00	0.00	0.00	100%	0.00
14	FINAL DRESS AND SOD	1,500.00	0.00	1,500.00	1,500.00	100%	0.00
15	PRE CON VIDEO	800.00	0.00	800.00	800.00	100%	0.00
16	VIDEO	2,000.00	0.00	2,000.00	2,000.00	100%	0.00
17	IRRIGATION REPAIR	750.00	0.00	750.00	750.00	100%	0.00
	SUBTOTAL	438,450.13			39,200.00		0.00
	TOTAL DRAW #5		355,425.13	83,025.00	438,450.13		

TRAVERSE GROUP, INC.

CLERMONT, FL 34712

Phone # 352-409-6630
 arcohn@traverse-group.com

Batch 184413
 Doc 609448

Invoice

Date	Invoice #
6/18/2014	2014 UI8 D1

Bill To
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

Supplier 3043813
 PO# 156907 255
 Recpt.# 169887

P.O. No.	Terms	Project
	Due on receipt	SANLANDO SANITARY REPAIRS

Description	Units	Quantity	Scheduled Value	Application Amount
SANLANDO SANITARY REPAIR				
406-411 \$58,650.00				
303-306 \$79,975.13				
106 \$42,000.00				
114-118 \$56,950.00				
106-100 \$86,400.00				
525-550 \$93,300.00				
406-411				
Permitting	LS	1	500.00	500.00
SUBTOTAL \$58,650.00				
303-306				
Permitting	LS	1	500.00	500.00
SUBTOTAL \$79,975.13				
106				
Permitting	LS	1	500.00	500.00
SUBTOTAL \$42,000.00				
114-118				
Permitting	LS	1	500.00	500.00
SUBTOTAL \$56,950.00				
100-106				
Permitting	LS	1	500.00	500.00
SUBTOTAL \$86,400.00				
525-550				
Mobilization	LS	1	9,500.00	9,500.00
MOT	LS	0.25	7,500.00	1,875.00
Dewater	LS	0.75	8,500.00	6,375.00
Permitting	LS	1	500.00	500.00
SUBTOTAL \$93,300.00				
It's been a pleasure working with you!			Total	\$20,750.00

RECEIVED
 JUN 19 2014

TRAVERSE GROUP, INC.

CLERMONT, FL 34712

Phone # 352-409-6630
 aroshn@traverse-group.com

Supplier 3043813
 PD 156967
 Recpt. 170549

Invoice

Date	Invoice #
6/26/2014	2014UI16 D2

Bill To
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

Batch _____

Doc 610882

P.O. No.	Terms	Project
	Due on receipt	SANLANDO SANITARY REPAIRS

Description	Units	Quantity	Scheduled Value	Application Amount
SANLANDO SANITARY REPAIR				
406-411			\$58,650.00	
303-306			\$79,975.13	
108			\$42,000.00	
114-118			\$56,950.00	
106-100			\$86,400.00	
525-550			\$93,300.00	
406-411				
SUBTOTAL			\$58,650.00	
303-306				
SUBTOTAL			\$79,975.13	
108				
SUBTOTAL			\$42,000.00	
114-118				
Mobilization	LS	0.75	6,500.00	4,875.00
Dewater	LS	0.5	4,500.00	2,250.00
Pre Con Video	LS	1	800.00	800.00
SUBTOTAL			\$56,950.00	
100-106				
SUBTOTAL			\$86,400.00	
525-550				
MOT	LS	0.65	7,500.00	4,875.00
Dewater	LS	0.25	8,500.00	2,125.00
Excavate and Removal	LS	1	15,000.00	15,000.00
Sanitary Bypass	LS	1	7,500.00	7,500.00
Pipe Repair	LF	25	850.00	21,250.00
Lateral	EA	2	1,500.00	3,000.00
Video	LS	1	2,000.00	2,000.00
Road Base Repair	LS	1	9,500.00	9,500.00
Asphalt Patch	LS	1	7,500.00	7,500.00
Estimate Accepted By: _____			Total	

TRAVERSE GROUP, INC.

CLERMONT, FL 34712

Phone # 352-409-6630
 arcohn@traverse-group.com

Invoice

Date	Invoice #
6/26/2014	2014U118 D2

Bill To
SANLANDO UTILITIES 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

P.O. No.	Terms	Project
	Due on receipt	SANLANDO SANITARY REPAIRS

Description	Units	Quantity	Scheduled Value	Application Amount
Pre Con Video	LS	1	800.00	800.00
SUBTOTAL \$93,300.00				
Estimate Accepted By: _____			Total	\$81,475.00



3016 US HWY 301 N., STE 900
 TAMPA, FL 33619
 813-627-0007
 FID: 13-3032158

PLEASE REMIT PAYMENT TO:
PO BOX 2244
MSC#116
Birmingham, AL 35201-224

PROJECT NAME: Sanlando I & I Deficiency Corrects PH 1 ESTIMATE # 1-partial
 DATE: 08/29/14
 Cust. PO# executed contract CUSTOMER #
 Invoice # 141868-1
 JOB # NUMBER: 141868

Bill to: ~~Utilities, Inc~~ Sanlando Utilities Corp.
 200 Weathersfield Ave
 Altamonte Springs, FL 32714-4027
 Attn: Bryan Gongre

ITEM NO.	DESCRIPTION	UNIT	ORIGINAL CONTRACT			PREVIOUS		THIS ESTIMATE		COMPLETED TO DATE		% COMPLETE	
			UNIT PRICE	QUANTITY	AMOUNT	QUANTITY	AMOUNT	QUANTITY	AMOUNT	QUANTITY	AMOUNT		
1	8" CIPP High Priority Lines	LF	\$ 25.80	16,501.6	\$425,741.28		\$0.00	8,820	\$227,556.00	8,820	\$227,556.00		
2	8" Lateral Reinstatement High Priority	LF	\$ 305.00	127	\$38,735.00		\$0.00	74	\$22,570.00	74	\$22,570.00		
3	8" CIPP Medium Priority Lines	LF											
4	8" Lateral Reinstatement Medium Priority	LF											
5	8" CIPP Low Priority Lines	LF											
6	8" Lateral Reinstatement Low Priority Lines	LF											
7	8" CIPP Short Liners	LF	\$ 320.00	134	\$42,880.00		\$0.00		\$0.00	0	\$0.00		
8	Manhole Rehabilitation	EA	\$ 1,590.00	11	\$17,490.00		\$0.00		\$0.00	0	\$0.00		
9	8" Root Removal and Application	LF	\$ 2.10	2721	\$5,714.10		\$0.00	1,779	\$3,735.90	1,779	\$3,735.90		
GRAND TOTAL						530,560.38		0.00		253,861.90		253,861.90	47.85%

Original Contract Amount \$ 530,560.38
 Net Change by Change Order \$ -
 Contract Sum to Date \$ 530,560.38

 Total Completed to Date \$253,861.90

TOTAL Amount Left in Contract \$ 276,698.48

TOTAL CONTRACT	EARNED TO DATE	THIS ESTIMATE
\$530,560.38	\$253,861.90	\$253,861.90

Sales Tax 0

AMOUNT DUE
THIS ESTIMATE \$253,861.90



3016 US HWY 301 N., STE 900
 TAMPA, FL 33619
 813-627-0007
 FID: 13-3032158

PLEASE REMIT PAYMENT TO:
 PO BOX 2244
 MSC#116
 Birmingham, AL 35201-224

PROJECT NAME: Sanlando I & I Deficiency Corrects PH 1 ESTIMATE # 2-FINAL
 DATE: 09/30/14
 CUST. PO# executed contract CUSTOMER #
 Invoice # 141868-2
 JOB # NUMBER: 141868

Bill to: Sanlando Utilities Corp
 200 Weathersfield Ave
 Altamonte Springs, FL 32714-4027
 Attn: Bryan Gongre

ITEM NO.	DESCRIPTION	UNIT	ORIGINAL CONTRACT		PREVIOUS		THIS ESTIMATE		COMPLETED TO DATE		% COMPLETE	
			UNIT PRICE	QUANTITY	AMOUNT	QUANTITY	AMOUNT	QUANTITY	AMOUNT	QUANTITY		AMOUNT
1	8" CIPP High Priority Lines	LF	\$ 25.80	16,501.6	\$425,741.28	8,820	\$227,556.00	8,488	\$218,990.40	17,308	\$446,546.40	
2	8" Lateral Reinstatement High Priority	LF	\$ 305.00	127	\$38,735.00	74	\$22,570.00	54	\$16,470.00	128	\$39,040.00	
3	8" CIPP Medium Priority Lines	LF										
4	8" Lateral Reinstatement Medium Priority	LF										
5	8" CIPP Low Priority Lines	LF										
6	8" Lateral Reinstatement Low Priority Lines	LF										
7	8" CIPP Short Liners	LF	\$ 320.00	134	\$42,880.00		\$0.00	88	\$28,160.00	88	\$28,160.00	
8	Manhole Rehabilitation	EA	\$ 1,590.00	11	\$17,490.00		\$0.00	10.5	\$16,695.00	10.5	\$16,695.00	
9	8" Root Removal and Application	LF	\$ 2.10	2721	\$5,714.10	1,779	\$3,735.90		\$0.00	1,779	\$3,735.90	
CO 1	Detuberculation Removal	LS	\$ 500.00					1	\$500.00	1	\$500.00	
GRAND TOTAL					530,560.38		253,861.90		280,815.40		534,677.30	100.78%

Original Contract Amount \$ 530,560.38
 Net Change by Change Order \$ -
 Contract Sum to Date \$ 530,560.38

Total Completed to Date \$534,677.30

TOTAL Amount Left in Contract \$ (4,116.92)

TOTAL CONTRACT	EARNED TO DATE	THIS ESTIMATE
\$530,560.38	\$534,677.30	\$280,815.40

Sales Tax 0

AMOUNT DUE
THIS ESTIMATE \$280,815.40

#17

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Sub Division: 368 MR Route: F4F FA ID: 0030310514
 Account #: 0030310000 Customer Name: HARRISON, ALAN Phone #: (407) 786-2628
 Address: 629 N LONGVIEW PL CSR: Lorie Mayeski Operator: Jimmie Hollister
 Entry Date: 5/26/2009 7:50:52AM SO Type: M-SIO Request Type: General Investigation
 Instructions: NEIGHBOR CALLED STATED "THAT WATER IS SPOUTING IN FRONT OF THIS RESIDENCE". PLEASE INVESTIGATE. LORIE M. 5-26-09**CALLED OUT TO JOHN M. @ 8:52 A.M.*
 Due Date: 5/26/2009 7:00:00PM Resolution Date: 5/26/2009 12:00:00PM FA Status: Completed
 Resolution: Repaired 1 1/2" poly leak under the road

Sub Division: 368 MR Route: F4S FA ID: 0034610532
 Account #: 7273985793 Customer Name: HUMBLE, CHIP Phone #: (407) 383-9178
 Address: 145 TARRYTOWN TRL CSR: Leanne Loeffel Operator: Jeff Pinder
 Entry Date: 8/4/2009 3:44:07PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Was meter replaced? Customer called and complained that the meter box was not replaced properly and was a hazard. He'd like to talk to the supervisor, please call @ 407-230-0527 *Leanne
 Due Date: 8/5/2009 6:00:00PM Resolution Date: 8/5/2009 1:30:00PM FA Status: Completed
 Resolution: Spoke with customer, meter box lid wasn't sitting in flush with box. Set lid flush and customer was happy.

Sub Division: 368 MR Route: F3Y FA ID: 0037000946
 Account #: 0037000000 Customer Name: PIDANY, KATHY Phone #: (407) 786-6354
 Address: 3539 VESTAVIA WAY CSR: Isabel Ceballos Operator: Matthew Morrell
 Entry Date: 2/6/2009 9:08:47AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
 Instructions: Customer says valve at meter does not turn. Please check out.
 Due Date: 2/9/2009 6:00:00PM Resolution Date: 2/9/2009 8:50:00AM FA Status: Completed
 Resolution: Curb stop works fine. It is easy to turn on and off. Tagged door. Matt

Sub Division: 368 MR Route: F5G FA ID: 0063110969
 Account #: 3925775852 Customer Name: Colon, Edward Phone #: (407) 399-8118
 Address: 473 WEKIVA COVE RD CSR: Kimberly Bennett Operator: Shawn Ebert
 Entry Date: 12/11/2009 2:01:52PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: 12/10/09 - NO WATER PRESSURE IN HOUSE. PAGED TO FIELD. KM
 Due Date: 12/11/2009 6:00:00PM Resolution Date: 12/11/2009 12:00:00AM FA Status: Completed
 Resolution: Problem was with customer's water softener

Sub Division: 368 MR Route: F4T FA ID: 0116210320
 Account #: 0116210000 Customer Name: GUNTER, DAVID Phone #: (850) 419-3382
 Address: 200 SWEET GUM WAY CSR: Kimberly Bennett Operator: Jeff Pinder
 Entry Date: 10/29/2009 3:51:31PM SO Type: M-SIO Request Type: General Investigation

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Instructions: 10/24/09 - CUSTOMER CALLED AFTER HOURS TO A/S DUE TO MAIN BREAK ON 10/23/09 WHICH OVERFLOWED IN YARD AND POOL. REQUEST CALL. PAGED TO ONCALL. KM

Due Date: 10/30/2009 6:00:00PM Resolution Date: 10/26/2009 8:00:00AM FA Status: Completed

Resolution: Actual address was 220 Sweet Gum and they were turned over to Insurance.

Sub Division: 368 MR Route: F4F FA ID: 0130600396
 Account #: 0130600000 Customer Name: TREES, DIANE Phone #: (407) 235-3935
 Address: 534 SABAL TRAIL CIR CSR: Isabel Ceballos Operator: LeRoy Grainger

Entry Date: 7/14/2009 8:11:05AM SO Type: HIBILL

Instructions: Re-read customer's meter. She says meter has been mis-read. Tag door w/info. /ic

Due Date: 7/14/2009 6:00:00PM Resolution Date: 7/14/2009 1:20:00PM FA Status: Completed

Resolution: meter read wrong...correct read is 3290230....lrg.

Sub Division: 368 MR Route: F4G FA ID: 0139210189
 Account #: 6685206783 Customer Name: BAKER, PATRICIA Phone #: (321) 279-9654
 Address: 310 VALLEY DR CSR: Leanne Loeffel Operator: Robert Callahan

Entry Date: 11/18/2009 12:34:38PM SO Type: M-SIO Request Type: General Investigation

Instructions: Lift Station on lot is overgrown and a hazard, customer called to asks that it be taken care of. Paged to Robert C.

Due Date: 11/18/2009 6:00:00PM Resolution Date: 11/19/2009 8:00:00AM FA Status: Completed

Resolution: Trimmed bushes

Sub Division: 368 MR Route: F5F FA ID: 0143310586
 Account #: 0143310000 Customer Name: RICHARDSON, GERALD Phone #: (407) 788-3942
 Address: 212 HOLDERNESS DR CSR: Jacqueline Sillitoe Operator: LeRoy Grainger

Entry Date: 9/10/2009 7:40:18AM SO Type: M-SIO Request Type: General Investigation

Instructions: PLEASE CHECK PRESSURE. TAG DOOR WITH PSI.

Due Date: 9/11/2009 12:00:00AM Resolution Date: 9/10/2009 11:45:00AM FA Status: Completed

Resolution: tagged door with psi....60 psi....good pressure...lrg.

Sub Division: 368 MR Route: F4G FA ID: 0153700200

Sub Division: 368 MR Route: F4T FA ID: 0167310303

Account #: 0167310000 Customer Name: BERSCH JR, RAYMOND J Phone #: (321) 214-2289

Address: 102 WILD HOLLY LN CSR: Kimberly Bennett Operator: LeRoy Grainger

Entry Date: 7/8/2009 8:40:00AM SO Type: M-SIO Request Type: General Investigation

Instructions: PER CUST PLUMBER STATED THAT THE METER PIGTAIL CAN'T SHUT OFF PLEASE CHECK AND RESOLVE. INFORMED CUSTOMER OF RESOLUTION TO PROBLEM. KM

Due Date: 7/8/2009 6:00:00PM Resolution Date: 7/8/2009 1:45:00PM FA Status: Completed

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Resolution: lubricated and exercised curb stop...lrg.

Sub Division: 368 MR Route: F3Y FA ID: 0173810981
 Account #: 0173810000 Customer Name: LEIGH, GREG A Phone #: (407) 754-1413
 Address: 1511 KENLYN DR CSR: Kimberly Bennett Operator: Roberto Remigio
 Entry Date: 2/23/2009 10:13:16AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED DUE TO LEAK BY METER OUTSIDE NEAR SIDEWALK. INFORM CUSTOMER OF FINDINGS~ PAGED TO PINDER. KM
 Due Date: 2/23/2009 6:00:00PM Resolution Date: 2/23/2009 10:30:00AM FA Status: Completed
 Resolution: Shut water off and spoke with customer... Leak is in customer's line.

Sub Division: 368 MR Route: F4S FA ID: 0181800796
 Account #: 0181800000 Customer Name: LLOYD, DAVID Phone #:
 Address: 128 CHARLES ST CSR: Lyn Paul Operator: Jimmie Hollister
 Entry Date: 1/21/2009 9:04:56AM SO Type: HIBILL
 Instructions: MR. CALLED DUE TO HIGH CONSUMPTION. REREREAD AND CHECK FOR LEAK. TAG DOOR WITH YOUR FINDINGS. HE ALSO SAID THE METER GLASS IS SCRATCHED AND HE CANNOT READ THE METER. SHOULD METER BE REPLACED?
 Due Date: 1/21/2009 9:04:56AM Resolution Date: 1/22/2009 12:00:00AM FA Status: Completed
 Resolution: reread meter. This meter needs to be replaced.

Sub Division: 368 MR Route: F5G FA ID: 0187710151
 Account #: 0187710000 Customer Name: GARAMI, IMRE Phone #: (407) 682-6040
 Address: 290 NEEDLES TRL CSR: Leanne Loeffel Operator: LeRoy Grainger
 Entry Date: 2/2/2009 3:09:33PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: customer called of long term water pressure woes, today he could hardly take a shower. Paged to Jeff P.
 Due Date: 2/2/2009 6:00:00PM Resolution Date: 2/2/2009 4:00:00PM FA Status: Completed
 Resolution: Customer's problem in his water softener... Advised customer to by-pass softener.

Sub Division: 368 MR Route: F4T FA ID: 0237510291
 Account #: 0237510000 Customer Name: ONDO, JOHN M Phone #: (407) 788-7001
 Address: 110 BRIDLEWOOD LN CSR: Jacqueline Sillitoe Operator: Jimmie Hollister
 Entry Date: 6/9/2009 3:06:26PM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: WATER LEAK AT METER-CUSTOMER SAID IT IS "SHOOTING' UP FROM METER. JMC DISP TO FIELD.
 Due Date: 6/9/2009 12:00:00AM Resolution Date: 6/9/2009 4:20:00PM FA Status: Completed
 Resolution: NOTHING WRONG WITH UTILITIES LINES. CUSTOMER HAD AN UNDER DRAIN PIPE FLOWING RAIN GROUND WATER TO EXIT BOX BETWEEN METERS. J.H.

Sub Division: 368 MR Route: F4S FA ID: 0262600487

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Account #: 7304382411 Customer Name: CUTTING, CHRISTOPHER Phone #: (352) 449-8113

Address: 148 LEA AVE CSR: Matthew Chandler Operator: James Swegheimer

Entry Date: 6/18/2009 9:59:49AM SO Type: M-SIO Request Type: Mineral Amount in Water

Instructions: CUST CALLED IN DUE TO THE CHLORINE BEING TOO HIGH IN HER WATER. SHE HAD IT TEST AND IT CAME BACK 5 PARTS PER MILLION. PLEASE CHK THIS OUT.

Due Date: 6/19/2009 6:00:00PM Resolution Date: 6/19/2009 11:00:00AM FA Status: Completed

Resolution: Spoke with customer and explained how we pump CL2 into system and her high CL2 probably was not due to us

Sub Division: 368 MR Route: F5F FA ID: 0263310387

Account #: 0263310000 Customer Name: INBORNONE, PATRICIA Phone #: (407) 862-6696

Address: 208 HOLDERNESS DR CSR: Leanne Loeffel Operator: Alex Lorenzo

Entry Date: 2/3/2009 8:14:43AM SO Type: M-SIO Request Type: Discolored Water

Instructions: customer called complaining of "brown, yucky" water coming out of the taps. He does not have a water conditioner. Paged to Tom Keys Thanks *LML*

Due Date: 2/3/2009 6:00:00PM Resolution Date: 2/3/2009 10:00:00AM FA Status: Completed

Resolution: Problem isolated to kitchen sink... Customer's problem.

Sub Division: 368 MR Route: F4T FA ID: 0283400984

Account #: 3334886093 Customer Name: TISZAI, JOSEPH Phone #: (407) 951-6857

Address: 321 WOODSTEAD LN CSR: Kimberly Bennett Operator: Jimmie Hollister

Entry Date: 3/12/2009 12:15:40PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED DUE TO LEAK AT METER. CHECK AND INFORM CUSTOMER OF FINDINGS.

Due Date: 3/12/2009 12:00:00AM Resolution Date: 3/13/2009 12:00:00AM FA Status: Completed

Resolution: Replaced meter gasket on our side. NO EXTRA CONSUMPTION. J.H.

Sub Division: 368 MR Route: F4T FA ID: 0303300945

Account #: 2646804261 Customer Name: STRAUB, ROBERT A Phone #: (407) 617-4231

Address: 127 HIDDEN OAK DR CSR: Jacqueline Sillitoe Operator: Jimmie Hollister

Entry Date: 3/12/2009 1:30:05PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: LOW WATER PRESSURE. NOT AT PLANT. DOES NOT HAVE SOFTNER. DISP TO JM.JMC 03/12

Due Date: 3/12/2009 12:00:00AM Resolution Date: 3/12/2009 12:00:00AM FA Status: Completed

Resolution: Explained to him about 2 peak times Am and Pm and irrigation use from others. He has a toilet valve or fill valve problem. Flow was high outside and 87 PSI J.H.

Sub Division: 368 MR Route: F5F FA ID: 0336700394

Account #: 0336700000 Customer Name: HECHT, ROBERT R Phone #: (407) 788-3972

Address: 112 LYNTHURST DR CSR: Ann Raponi Operator: Jonathan Pennington

Entry Date: 4/20/2009 3:10:16PM SO Type: M-SIO Request Type: General Investigation

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Instructions: CUSTOMER CALLED ABOUT SHUT OFF VALVE IS REALLY HARD TO TURN AT THE METER- SHE HAD PLUMBING PROBLEM THIS WEEKEND & HAD HUSBAND TURN OFF FOR REPAIRS. ADVISED HER THAT SHE SHOULD OF CALL OFFICE FOR US TO T/OFF. PLEASE CHECK OUT. MR

Due Date: 4/20/2009 12:00:00AM Resolution Date: 4/21/2009 12:00:00AM FA Status: Completed

Resolution: Read meter. Left tag stating contact office for t-off due to leaks etc. Also advised them to have plumber install valve on their side of service line for future leaks .Exercised curb stop.j.p.

Sub Division: 368 MR Route: F4G FA ID: 0341310235
 Account #: 6876352705 Customer Name: NICELY, BEN Phone #: (321) 972-6822
 Address: 302 S SWEETWATER BLVD CSR: Matthew Chandler Operator: Robert Callahan

Entry Date: 3/27/2009 8:58:09AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: CUST IS HAVING LOW WATER PRESSURE. PLEASE CHK PRESSURE AT MTR AND TAG DOOR WITH INFO.

Due Date: 3/30/2009 6:00:00PM Resolution Date: 3/30/2009 10:40:00AM FA Status: Completed

Resolution: CHECKED THE CUSTOMERS PRESSURE AT THE HOUSE HE HAD 60PSI FOUND NO PROBLEMS. TALKED TO CUSTOMER AND LET HIM KNOW RC

Sub Division: 368 MR Route: F5F FA ID: 0373410189
 Account #: 0373410000 Customer Name: BENNETT, SANDRA D Phone #: (407) 832-7803
 Address: 143 ESSEX DR CSR: Lyn Paulk Operator: Matthew Morrell

Entry Date: 2/11/2009 7:22:14AM SO Type: M-SIO Request Type: General Investigation

Instructions: MS. CALLED DUE TO LOW PRESSURE. CHECK PRESSURE AND TAG DOOR WITH YOUR FINDINGS. LYN

Due Date: 2/11/2009 6:00:00PM Resolution Date: 2/11/2009 10:48:00AM FA Status: Completed

Resolution: Checked meter and curb stop is open all the way. Got PSI and GPM at house. They have 50psi and 10GPM. Tagged door. Matt

Sub Division: 368 MR Route: F4T FA ID: 0425200634
 Account #: 1237988554 Customer Name: SPRINGS COMM ASSOC INC Phone #: (407) 862-3881
 Address: 204 RIVERBEND CT CSR: Kimberly Bennett Operator: Matthew Morrell

Entry Date: 11/4/2009 8:21:39AM SO Type: M-SIO Request Type: No Water

Instructions: 10/30/09 - CUST CALLED AFTER HOURS DUE TO NO WATER. PAGED TO FIELD. KIM

Due Date: 11/4/2009 6:00:00PM Resolution Date: 11/1/2009 8:00:00AM FA Status: Completed

Resolution: Called cust and he found his line was broken. Advised him to call a plumber.

Sub Division: 368 MR Route: F4G FA ID: 0489500335
 Account #: 0489500000 Customer Name: SMITH, JOSEPH Phone #: (407) 772-6604
 Address: 521 SPRINGCREEK DR CSR: Lorie Mayeski Operator: LeRoy Grainger

Entry Date: 5/14/2009 11:29:31AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT USUSUALLY AROUND 7:00AM THEY NOTICE A CONSIDERABLE DROP IN WATER PRESSURE. PLEASE CONTACT CUSTOMER AT (407) -617-3785 STACY SMITH.

Due Date: 5/15/2009 7:00:00PM Resolution Date: 5/15/2009 8:50:00AM FA Status: Completed

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Resolution: checked water pressure and it was 60 psi.good/called customer and talked with her and she was ok with my findings...lrg.

Sub Division: 368 MR Route: F4T FA ID: 0565510248
 Account #: 0565510000 Customer Name: ALSHOUSE, JEANNE Phone #: (321) 277-0342
 Address: 324 SPRING RUN CIR CSR: Matthew Chandler Operator: Shawn Ebert
 Entry Date: 12/28/2009 2:59:08PM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A LEAK AT THE MTR. PLEASE CHK OUT. REGARDLESS OF WHOS SIDE THE ISSUE IS ON PLEASE TURN OF THE MTR. MC
 Due Date: 12/29/2009 6:00:00PM Resolution Date: 12/29/2009 9:00:00AM FA Status: Completed
 Resolution: replaced 6" of 3/4" poly line & replaced curb stop

Sub Division: 368 MR Route: F4G FA ID: 0597500386
 Account #: 0597500000 Customer Name: DOMINGUEZ, NANNETTE Phone #: (407) 756-9138
 Address: 200 BUTTONWOOD CT CSR: Lorie Mayeski Operator: Shawn Ebert
 Entry Date: 4/13/2009 3:36:42PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called stated that there is low water pressure. We did work in neighborhood on Saturday in front of 300 Buttonwood for main leak. Water pressure is low. Thanks, Lorie M. 4-13-09*called out to Shawn Ebert @ 4:36 p.m.*
 Due Date: 4/13/2009 7:00:00PM Resolution Date: 4/13/2009 4:30:00PM FA Status: Completed
 Resolution: Customer had leak in her line.

Sub Division: 368 MR Route: F4S FA ID: 0613210637
 Account #: 5141500000 Customer Name: HOSKINS, MIKE Phone #: (606) 499-5184
 Address: 1420 WINDSOR AVE CSR: Isabel Ceballos Operator: James Swegheimer
 Entry Date: 4/14/2009 9:59:28AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called and said he's been having low water pressure. Has no water softener. Paged to Jimmy S.
 Due Date: 4/14/2009 6:00:00PM Resolution Date: 4/17/2009 2:00:00PM FA Status: Completed
 Resolution: Attempted to contact customer all week unsuccessfully. Will attempt again on 4/20/09.

Sub Division: 368 MR Route: F4F FA ID: 0615400729
 Account #: 3535189295 Customer Name: TORRES, CARLOS Phone #: (786) 303-0285
 Address: 2643 BENT HICKORY CIR CSR: Kimberly Bennett Operator: Thomas Keys
 Entry Date: 4/13/2009 12:32:08PM SO Type: M-SIO Request Type: Mineral Amount in Water
 Instructions: CUSTOMER CALLED DUE TO SAND IN WATER. PAGED TO TOM K @ 1:31PM. KIM
 Due Date: 4/13/2009 6:00:00PM Resolution Date: 4/13/2009 2:30:00PM FA Status: Completed
 Resolution: Spoke with customer via phone... customer hasn't flushed hot water heater in 15 years... customer will flush lines and call back if he continues to have a problem...

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Sub Division: 368 MR Route: F4T FA ID: 0668400837
 Account #: 0668400000 Customer Name: FELDMAN, IRWIN Phone #: (407) 788-0209
 Address: 232 SPRINGSIDE RD CSR: Lorie Mayeski Operator: John Marinelli
 Entry Date: 8/17/2009 9:45:03AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT HE GET WHISTLING NOISE THROUGH PIPES WHEN HE TURNS ON KITCHEN FAUCET, HOWEVER WHEN SHOWER WATER IS RUNNING THE NOISE DOES NOT OCCUR. CUSTOMER CURIOUS TO KNOW WHAT CAUSES THIS TO HAPPEN CALL CUST.

Due Date: 8/17/2009 6:00:00PM Resolution Date: 8/17/2009 12:30:00PM FA Status: Completed

Resolution: Spoke w/customer advised him to flush house and water softener

Sub Division: 368 MR Route: F4F FA ID: 0672210410
 Account #: 9510594350 Customer Name: BAILEY, JOAN Phone #: (407) 864-7184
 Address: 186 S MONTEREY ISLE CSR: Matthew Chandler Operator: Jeff Pinder
 Entry Date: 7/29/2009 1:54:14PM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUST CALLED IN A LEAK AT THE MTR BOX. IT HAS A STEADY LEAK.

Due Date: 7/30/2009 6:00:00PM Resolution Date: 7/30/2009 3:00:00PM FA Status: Completed

Resolution: Very small poly leak in our line. Spoke with customer and advised them we will put it on schedule for repair

Sub Division: 368 MR Route: F3Y FA ID: 0724810733
 Account #: 0724810000 Customer Name: POLIZZI, MICHAEL Phone #: (407) 772-2813
 Address: 1601 KENLYN DR CSR: Matthew Chandler Operator: Richard Galarza
 Entry Date: 5/1/2009 9:07:53AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUST CALLED IN A LEAK AT THE MTR. PAGED TO JEFF P.

Due Date: 5/1/2009 6:00:00PM Resolution Date: 5/1/2009 12:00:00AM FA Status: Completed

Resolution: meter gasket leaking curb stop side. Replaced meter gasket.

Sub Division: 368 MR Route: F3Z FA ID: 0737200542
 Account #: 0737200000 Customer Name: KAMRATH, MARK Phone #: (407) 339-7221
 Address: 1377 S RIDGE LAKE CR CSR: Lorie Mayeski Operator: James Swegheimer
 Entry Date: 7/20/2009 11:29:49AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT WATER PRESSURE HAS DROPPED. PLEASE CONTACT CUSTOMER AT (321) -262-7957. T7-20-09*CALLED OUT TO TOM KEYS/JIM SWEGHEIMER @ 12: 30 P.M.*

Due Date: 7/20/2009 6:00:00PM Resolution Date: 7/20/2009 2:00:00PM FA Status: Completed

Resolution: Called customer and left message on machine.

Sub Division: 368 MR Route: F3Z FA ID: 0817600358
 Account #: 2534707153 Customer Name: ST. LEWIS, HEATHER Phone #: (321) 926-3262
 Address: 1566 REBECCA PL CSR: Ferrellyn Trovinger Operator: Jonathan Pennington
 Entry Date: 5/18/2009 9:28:36AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Instructions: Rebecca H. called ans. serv. at 2:18 to complain of low pressure. Dispatched to Jonathan P. FLT
 Due Date: 5/16/2009 11:59:00PM Resolution Date: 5/16/2009 12:00:00AM FA Status: Completed
 Resolution: Operator at Wekiva was flushing hydrant at Tish way due to low chlorine. Hydrant wouldn't shut down
 Causing the low pressure in neighborhood. Shut down hydrant valve and bagged hydrant out of service.

Sub Division: 368 MR Route: F5G FA ID: 0977500131
 Account #: 0977500000 Customer Name: SPERANZA,
 Address: 216 W BERKSHIRE CIR CSR: Kimberly Bennett Operator: Alex Lorenzo
 Entry Date: 3/6/2009 1:14:13PM SO Type: M-SIO Request Type: Discolored Water
 Instructions: CUSTOMER CALLED THE ANSWERING SERVICE AFTER HOURSE ABOUT WATER BLACK COMING
 FROM ALL FAUCETS IN HOUSE. KIM
 Due Date: 3/6/2009 6:00:00PM Resolution Date: 3/30/2009 12:00:00PM FA Status: Completed
 Resolution: CL2 was 2.6 Problem was with customer's water softener.

Sub Division: 368 MR Route: F5F FA ID: 0980400385
 Account #: 0980400000 Customer Name: MANN, MARK Phone #: (407) 774-4694
 Address: 101 TINDALE CIR CSR: Lorie Mayeski Operator: Shawn Ebert
 Entry Date: 12/31/2009 11:53:13AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUSTOMER CALLED STATED THAT WATER IS SLIGHTLY DISCOLORED AND PRESSURE IS VERY
 LOW. INVESTIGATE. 12-31-09*CALLED OUT TO JOHN MARINELLI @ 12:50 P.M.
 Due Date: 12/31/2009 6:00:00PM Resolution Date: 12/31/2009 2:15:00PM FA Status: Completed
 Resolution: FOUND A METER RISER INSTALLED, PULLED RISER AND INCREASED GPM AND PSI.

Sub Division: 368 MR Route: F5F FA ID: 0982500746
 Account #: 0982500000 Customer Name: SCHLEGEL, ROY Phone #: (407) 310-8690
 Address: 107 PYTCHLEY CT CSR: Isabel Ceballos Operator: Jonathan Pennington
 Entry Date: 9/18/2009 2:38:59PM SO Type: M-SIO Request Type: Repair/Replace Meter Box
 Instructions: Customer says bottom part of meter box has collapsed. Please check and replace if needed. /IC
 Due Date: 9/21/2009 6:00:00PM Resolution Date: 9/21/2009 12:00:00AM FA Status: Completed
 Resolution: REPLACED METER BOX.J.P.

Sub Division: 368 MR Route: F4S FA ID: 0984110184
 Account #: 0984110000 Customer Name: LONGWOOD PROF CENTER Phone #: (407) 830-4401
 Address: 1250 PALM SPRINGS RD CSR: Jacqueline Sillitoe Operator: Jeff Pinder
 Entry Date: 2/27/2009 9:14:19AM SO Type: M-SIO Request Type: Water Quality
 Instructions: PLEASE CHECK FOR AIR IN LINES-CUSTOMER SAYS THAT THIS IS EFFECTING CUSTOMER CARE.
 Due Date: 2/27/2009 12:00:00AM Resolution Date: 2/27/2009 11:00:00AM FA Status: Completed
 Resolution: Met with customer upon arrival... Problem was internal.

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Sub Division: 368 MR Route: F5G FA ID: 1062410634
 Account #: 1062410000 Customer Name: PREWITT, LISA & SCOTT Phone #: (407) 869-5051
 Address: 345 FOREST PARK CIR CSR: Kimberly Bennett Operator: Jonathan Pennington
 Entry Date: 4/23/2009 4:03:23PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer called due to low pressure please call cust and meet with her. Inform customer of findings. Kim
 Due Date: 4/24/2009 6:00:00PM Resolution Date: 4/24/2009 12:00:00AM FA Status: Completed
 Resolution: Read meter and spoke with customer.50 PSI at spicket. Customer states pressure low when sprinklers on. Explained to him that is normal. He's going to have irrigation guy come look at irrigation.

Sub Division: 368 MR Route: F4F FA ID: 1076310585
 Account #: 8357304963 Customer Name: DO, NGHIA Phone #: (321) 946-9171
 Address: 478 LONGMEADOW LN CSR: Elise Christian Operator: Thomas Keys
 Entry Date: 6/8/2009 7:29:26AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST LEFT EMAIL AROUND NOON TIME ON 6/7/09 ABOUT ODOR IN THE WATER. SHE WAS UNABLE TO REACH OUR AFTER HOUR CONTACT.PAGED TO TOM K THIS A.M.
 Due Date: 6/8/2009 6:00:00PM Resolution Date: 6/8/2009 1:00:00PM FA Status: Completed
 Resolution: CL2-1.4 ppm... No smell found.... Flushed hydrant 6 houses down from residence

Sub Division: 368 MR Route: F3Z FA ID: 1161310345
 Account #: 4325119303 Customer Name: KRAMER, LLOYD Phone #: (407) 732-6383
 Address: 1849 E CROWLEY CIR CSR: Jacqueline Sillitoe Operator: Robert Callahan
 Entry Date: 3/5/2009 1:37:01PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUSTOMER SAYS SHE IS EXPERIANCING LOW WATER PRESSURE (EVERYDAY). DISP TO FIELD
 Due Date: 3/5/2009 12:00:00AM Resolution Date: 3/5/2009 3:40:00PM FA Status: Completed
 Resolution: CUSTOMER HAD 64PSI AT THE HOUSE SHE HADE NO LEAKS AND NO WATER SOFTNER. FOUND NO PROBLEMS. RC

Sub Division: 368 MR Route: F5F FA ID: 1280610420
 Account #: 1280610000 Customer Name: URBINA, DONNA Phone #: (407) 788-1614
 Address: 276 CAMBRIDGE DR CSR: Leanne Loeffel Operator: Jimmie Hollister
 Entry Date: 4/30/2009 3:47:43PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: customer complaining of very low water pressure, checked his meter and says it was ok. Paged to Jimmie H.
 Due Date: 4/30/2009 6:00:00PM Resolution Date: 5/1/2009 10:00:00AM FA Status: Completed
 Resolution: No leaks indicated. Flowed meter at hose bib 51 psi. and 12 GPM. Tagged door with info for customer to check irrigation system. J.H.

Sub Division: 368 MR Route: F4S FA ID: 1327510136
 Account #: 1327510000 Customer Name: BERGER, MICHAEL Phone #: (407) 332-8840
 Address: 1328 N MARCY DR CSR: Isabel Ceballos Operator: James Swegheimer

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Entry Date: 4/7/2009 3:11:12PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
 Instructions: Customer says there's black deposits on all his faucets, and neighbors don't have it. He has had house all re-plumbed. Customer wants to have it checked out. Please call customer. He does not have a water softener.
 Due Date: 4/8/2009 6:00:00PM Resolution Date: 4/9/2009 2:00:00PM FA Status: Completed
 Resolution: Spoke with customer... Problem appears to be internal... No problem found on our side. Advised customer to clean fixtures. Customer will call back if problem persist.

Sub Division: 368 MR Route: F4S FA ID: 1385410673
 Account #: 1385410000 Customer Name: CANARELLI, LOUIS P Phone #: (407) 376-5812
 Address: 610 CHELSEA RD CSR: Ann Raponi Operator: James Swegheimer
 Entry Date: 7/23/2009 7:46:14AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED AGAIN ABOUT LOW PRESSURE- HE CAN NOT FILLED UP TOLIET. THIS IS THE SECOND DAY OF THE SAME PROBLEM- WAS TOLD THAT THE PROBLEM WILL BE FIX BY THE END OF DAY 7/22/09. CALL CUSTOMER @ 407-376-5812 W/FINDINGS.PAGED TO JOHN M @8:40AM. AR
 Due Date: 7/23/2009 12:00:00AM Resolution Date: 7/23/2009 11:00:00AM FA Status: Completed
 Resolution: Called customer and informed them of the problem at the plant. Let them know it will not be a quick fix but it will be resolved as quick as possible...

Sub Division: 368 MR Route: F5F FA ID: 1416000593
 Account #: 1416000000 Customer Name: NAGOWSKI, DANIEL Phone #: (407) 862-2089
 Address: 210 JONESBURY CT CSR: Lorie Mayeski Operator:
 Entry Date: 1/12/2009 12:55:30PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT HE HAS "BLACK LINES IN TOILET BOWLS AND SINKS" FEELS THAT FLUSHING FROM FIRE HYDRANT IS DUE AGAIN TO CLEAR UP THIS MATTER.
 Due Date: 1/13/2009 7:00:00PM Resolution Date: 1/13/2009 12:00:00AM FA Status: Completed
 Resolution: flushed hydrant

Sub Division: 368 MR Route: F4G FA ID: 1574510938
 Account #: 9163241096 Customer Name: BARRETO, MYRNA Phone #: (407) 774-4327
 Address: 119 LAUREL OAK DR CSR: Matthew Chandler Operator: Thomas Keys
 Entry Date: 11/23/2009 9:49:53AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: CUST CALLED IN DUE TO A STRONGER SULFUR SMELL IN THE WATER. PAGED TO PAUL.MC
 Due Date: 11/23/2009 6:00:00PM Resolution Date: 11/23/2009 1:00:00PM FA Status: Completed
 Resolution: Flushed hydrants up and downstream. Spoke with customer and advised to call back if any more problems.

Sub Division: 368 MR Route: F5G FA ID: 1595710193
 Account #: 1595710000 Customer Name: MOORE, VALERIE Phone #: (407) 774-5326
 Address: 1928 ST ANDREWS PL CSR: Lorie Mayeski Operator: Thomas Keys
 Entry Date: 5/6/2009 3:36:10PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT "USUALLY AROUND 7:00 A.M. HER & NEIGHBOR'S WATER SUPPLY DROPS VERY LOW AND SOMETIMES WILL CUT OFF". CALL CUSTOMER (407) -774-5326.

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 5/6/2009 7:00:00PM Resolution Date: 5/13/2009 12:00:00AM FA Status: Completed

Resolution: Attn: Tom Keys spoke with customer. Pressure problem due to generator at the Wekiva plant. Generator has been suspended till repair is made.

Sub Division: 368 MR Route: F5G FA ID: 1608210534

Account #: 8612509784 Customer Name: DJADJAROV, SLAVTCHO Phone #: (386) 453-8779

Address: 313 NEW WATERFORD PL CSR: Jacqueline Sillitoe Operator: Richard Galarza

Entry Date: 5/11/2009 2:21:46PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED AFTER HOURS REGARDING AIR IN LINES. DISP TO ON CALL 05/10

Due Date: 5/12/2009 12:00:00AM Resolution Date: 5/12/2009 12:00:00AM FA Status Completed

Resolution: Called customer. Told customer to run her water to clear lines. Monday we would be out to check Problem. Called john and informed him of problem.

Sub Division: 368 MR Route: F5G FA ID: 1608210437

Account #: 8612509784 Customer Name: DJADJAROV, SLAVTCHO Phone #: (386) 453-8779

Address: 313 NEW WATERFORD PL CSR: Ferrellyn Trovinger Operator: Jeff Pinder

Entry Date: 5/18/2009 8:54:38AM SO Type: M-SIO Request Type: Air in Water

Instructions: Candice Lowell called the answering service 5/16/2009 at 8:31am to complain about air in the lines. Dispatched to Jonathan P. FLT

Due Date: 5/16/2009 11:59:00PM Resolution Date: 5/16/2009 12:00:00AM FA Status: Completed

Resolution: Ongoing problem with demand in the system.

Sub Division: 368 MR Route: F4G FA ID: 2035400003

Account #: 7300137072 Customer Name: WALTON, EMILY Phone #: (321) 514-4645

Address: 300 ROYAL PALM CT CSR: Leanne Loeffel Operator: LeRoy Grainger

Entry Date: 8/10/2009 10:23:21AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer states that pressure is constantly low, cannot run 2 things at once that use water. According to owner, there is no water softener. Paged to Jeff P.

Due Date: 8/10/2009 6:00:00PM Resolution Date: 8/11/2009 1:40:00PM FA Status: Completed

Resolution: no leaks detected...water pressure at hose bibs 50psi...good. Lrg

Sub Division: 368 MR Route: F4G FA ID: 2151500673

Account #: 7630517499 Customer Name: Christian, Brooke Phone #: (407) 862-1755

Address: 107 STONEBROOK CT CSR: Matthew Chandler Operator: Alex Lorenzo

Entry Date: 3/30/2009 12:28:12PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: CUST CALLED IN DUE TO WATER SMELLING LIKE DIRT. IT IS NOT OCCURRING ANYWHERE ELSE IN THE HOME. I EXPLAINED THAT IT WOULD BE IN HERE LINES BUT SHE IS INSISTING SOME ONE COME CHECK HER WATER OUTSIDE. CALLED TO TOM KEYS.

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 3/30/2009 6:00:00PM Resolution Date: 3/30/2009 2:00:00PM FA Status: Completed

Resolution: CL2 was 1.6 Explained to customer how to flush hot water heater. Customer has been away for a while. explained how to flush lines in house. Flushed Hydrant for 5min.

Sub Division: 368 MR Route: F4G FA ID: 2286310496
 Account #: 2286310000 Customer Name: HABLE, RONALD Phone #: (407) 869-9832
 Address: 105 E SWEETWATER CREEK DR CSR: Kimberly Bennett Operator: Matthew Morrell

Entry Date: 8/25/2009 1:01:43PM SO Type: M-SIO Request Type: No Water

Instructions: 8/23/09 CUSTOMER CALLED AFTER HOURS TO THE ANSWERING SERVICE DUE TO NO WATER. ONLY WHAT IS IN THE HOT WATER TANK. PAGED TO ONCALL. KM

Due Date: 8/26/2009 6:00:00PM Resolution Date: 8/26/2009 12:00:00AM FA Status: Completed

Resolution: Customer had a broken service line and would make repair

Sub Division: 368 MR Route: F4G FA ID: 2286310326
 Account #: 2286310000 Customer Name: HABLE, RONALD Phone #: (407) 869-9832
 Address: 105 E SWEETWATER CREEK DR CSR: Lyn Paulk Operator: Shawn Ebert

Entry Date: 1/19/2009 9:01:32AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED THE ANSWERING SERVICE ON 1/15/09 TO REPORT A LEAK AT THE METER. PLEASE PROVIDE RESOLUTION. LYN

Due Date: 1/19/2009 6:00:00PM Resolution Date: 1/15/2009 8:25:00PM FA Status: Completed

Resolution: Replaced 3' of 3/4" poly and a 3/4" comp X comp fitting...

Sub Division: 368GEWOOD DR CSR: Jacqueline Sillitoe Operator: Shawn Ebert

Entry Date: 12/31/2009 12:53:06PM SO Type: M-SIO Request Type: No Water

Instructions: CUSTOMER SAYS NO WATER AND THEY HAVE CHECKED HOUSE VALVE AND IT IS ON. NEIGHBOR LEFT THEM A MESSAGE THAT IRRIG IS BROKEN AND TURNED OFF FOR CUSTOMER. BUT CUSTOMER CAN NOT TURN BACK ON.

Due Date: 12/31/2009 12:00:00AM Resolution Date: 12/31/2009 4:30:00PM FA Status: Completed

Resolution: Turn on , SME

Sub Division: 368 MR Route: F3Z FA ID: 2295300843
 Account #: 2295300000 Customer Name: MORRIS, MARY Phone #: (407) 333-9135
 Address: 1921 WINGFIELD DR CSR: Batch System Operator: Jonathan Pennington

Entry Date: 10/12/2009 8:33:00PM SO Type: M-CUT

Instructions:

Due Date: 10/12/2009 8:33:00PM Resolution Date: 10/13/2009 12:00:00AM FA Status: Completed

Resolution: OFF.J.P.

Sub Division: 368 MR Route: F4F FA ID: 2330310987

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Account #: 2330310000 Customer Name: SIMON, RICHARD A Phone #: (407) 869-7750
 Address: 569 WHISPERWOOD DR CSR: Kimberly Bennett Operator: Jeff Pinder
 Entry Date: 1/19/2009 1:32:42PM SO Type: M-SIO Request Type: Repair Road
 Instructions: CUST CALLED DUE TO ASPHALT SINKING AROUND MANHOLE IN FRONT OF 516 &580 WHISPER WOOD DR.
 Due Date: 1/20/2009 6:00:00PM Resolution Date: 1/20/2009 10:00:00AM FA Status: Completed
 Resolution: Slight Depression around manhole nothing found wrong with our lines

Sub Division: 368 MR Route: F4S FA ID: 2353210341
 Account #: 2353210000 Customer Name: KATZ, CHARLES Phone #: (407) 332-6354
 Address: 121 FOXRIDGE RUN CSR: Leanne Loeffel Operator: LeRoy Grainger
 Entry Date: 4/13/2009 7:55:43AM SO Type: M-SIO Request Type: General Investigation
 Instructions: valve is frozen at meter, please lubricate and exercise, please tag customers door that the work was done.
 Due Date: 4/14/2009 6:00:00PM Resolution Date: 4/14/2009 3:15:00PM FA Status: Completed
 Resolution: lubricated and exercised valve/tagged door with findings...lrg.

Sub Division: 368 MR Route: F5F FA ID: 2384800408
 Account #: 0078912684 Customer Name: RYBAK, JIM Phone #: (301) 335-7706
 Address: 240 COBLE DR CSR: Loretta Abbott Operator: Thomas Keys
 Entry Date: 4/28/2009 8:09:26AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST. CALLED EARLIER THIS A.M. SAYING FOR THE THIRD TIME IN 1 1/2 WEEKS THEY HAVE HAD NO PRESSURE, ONLY DRIP, DRIP. THEN PRESSURE IS FULL FORCE, HAPPENED AGAIN THIS A.M. PLEASE CK. AND TAG DOOR W/FINDINGS. 407-869-5792.
 Due Date: 4/28/2009 10:00:00AM Resolution Date: 4/29/2009 1:30:00PM FA Status: Completed
 Resolution: Spoke with customer via phone... Explained generator is run every Tuesday between 7-8 a.m. Customer satisfied

Sub Division: 368 MR Route: F5F FA ID: 2461900608
 Account #: 2461900000 Customer Name: O'CONNELL, LORAINÉ Phone #: (407) 774-7467
 Address: 209 RAMSBURY CT CSR: Leanne Loeffel Operator: Jonathan Pennington
 Entry Date: 4/28/2009 9:41:39AM SO Type: M-SIO Request Type: General Investigation
 Instructions: water leak at the end of the driveway @ this address. Customer says there's been problems with broken pipes there before. Paged to John M.
 Due Date: 4/28/2009 6:00:00PM Resolution Date: 4/28/2009 12:00:00AM FA Status: Completed
 Resolution: 1 1/4" service line off 1 1/4"corp stop split and was leaking. Replaced curb stop,sec. 1 1/4" poly and 1 1/4"coupling. Flushed line, Filled hole in and read meter.

Sub Division: 368 MR Route: F5F FA ID: 2551300372
 Account #: 0015446658 Customer Name: IVEY, SUSIE Phone #: (863) 287-5191
 Address: 105 KILKENNY CT CSR: Matthew Chandler Operator: Richard Galarza
 Entry Date: 4/17/2009 10:44:33AM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: CUST CALLED IN A SEWER BACK UP. PLEASE CHK OUR LINES. PAGED TO JOHN M.

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 4/17/2009 6:00:00PM Resolution Date: 4/17/2009 12:00:00AM FA Status: Completed

Resolution: tagged door with info to call a plumber. Manholes flowing normal.r.g.

Sub Division: 368 MR Route: F4G FA ID: 2587600135
 Account #: 7346065041 Customer Name: PEARCE, ROBIN Phone #: (404) 386-9678
 Address: 205 N SWEETWATER COVE BLVD CSR: Jacqueline Sillitoe Operator: Robert Callahan
 Entry Date: 4/1/2009 12:19:26PM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUSTOMER IS REPORTING A LEAK AT METER CURB STOP. DISP TO FIELD.JMC 04/01

Due Date: 4/1/2009 12:00:00AM Resolution Date: 4/1/2009 2:30:00PM FA Status: Completed

Resolution: REPLACED METER GASKET AND METER BOX LID RC

Sub Division: 368 MR Route: F4S FA ID: 2617400471
 Account #: 2617400000 Customer Name: PETRILA, KENNY L Phone #: (407) 831-5490
 Address: 103 DES PINAR LN CSR: Lorie Mayeski Operator: LeRoy Grainger
 Entry Date: 3/6/2009 3:00:48PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED CONCERNED ABOUT METER NOT REGISTERING USAGE PROPERLY. CUST. READ 0808110 TODAY. WHEN VIEWING PAST METER READ HISTORY USAGE SPIKED UP IN PAST MONTH. CUST. CLAIMS NO CHANGES. CHECK METER LEAVE FINDINGS ON DOOR TAG FOR CUST.

Due Date: 3/9/2009 7:00:00PM Resolution Date: 3/9/2009 7:45:00AM FA Status: Completed

Resolution: read meter/no leaks detected/talked with customer and gave him tag with findings. Lrg

Sub Division: 368 MR Route: F4S FA ID: 2633510182
 Account #: 9884505921 Customer Name: JACKSON, CARI Phone #: (407) 446-6711
 Address: 565 DEVONSHIRE BLVD CSR: Matthew Chandler Operator: Matthew Morrell
 Entry Date: 10/5/2009 7:18:10AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST CALLED IN A LEAK AT THE MTR. PLEASE CHK OUT AND REPAIR IF NEEDED.

Due Date: 10/5/2009 6:00:00PM Resolution Date: 10/6/2009 1:45:00PM FA Status: Completed

Resolution: Top of curb stop was leaking. Tapped on CS and leak stopped. Matt

Sub Division: 368 MR Route: F4S FA ID: 2700800341
 Account #: 1982795519 Customer Name: PHILLIPS, BEVERLY Phone #: (407) 463-0303
 Address: 128 LAKE OAKS BLVD CSR: Matthew Chandler Operator: Jimmie Hollister
 Entry Date: 2/6/2009 3:33:02PM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: cust called in water pouring out into the road form the front of the home. It has been that way for a few days.

Due Date: 2/9/2009 6:00:00PM Resolution Date: 2/9/2009 10:00:00AM FA Status: Completed

Resolution: Replaced 5' of 1" poly under the road... also installed 1" curb stop...

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Sub Division: 368 MR Route: F4G FA ID: 2708600126
 Account #: 2708600000 Customer Name: MILLER, SCOTT Phone #: (407) 774-7766
 Address: 402 S SWEETWATER COVE BLVD CSR: Kimberly Bennett Operator: Jeff Pinder
 Entry Date: 11/12/2009 10:50:03AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 11/11/09 - CUST CALLED AFTER HOURS TO A/S NO WATER VALVE REPAIR FORGOT TO TURN BACK ON WATER. PAGED TO ONCALL. KM
 Due Date: 11/13/2009 6:00:00PM Resolution Date: 11/11/2009 7:00:00PM FA Status: Completed
 Resolution: Customer choose to have water left off when we were there earlier. Customer will have to wait till morning of 11/12/09 to have water on.

Sub Division: 368 MR Route: F3Z FA ID: 2719010790
 Account #: 2719010000 Customer Name: KATHURIA, PREM K Phone #: (407) 788-2140
 Address: 1529 SUNSHINE TREE BLVD CSR: Leanne Loeffel Operator: James Swegheimer
 Entry Date: 9/9/2009 1:37:25PM SO Type: M-SIO Request Type: Water Quality
 Instructions: customer called complaining of harsh chlorine smell for the past few days and wanted a call about water quality.
 Due Date: 9/9/2009 6:00:00PM Resolution Date: 9/11/2009 10:00:00AM FA Status: Completed
 Resolution: Spoke with customer; they were concerned that the new plumbing in the house was causing the smell. Advised customer water was fine and that the CL2 was in normal range.

Sub Division: 368 MR Route: F4G FA ID: 2730400717
 Account #: 2730400000 Customer Name: VERNON, JEFF Phone #: (407) 592-5593
 Address: 950 DEERWOOD LOOP CSR: Leanne Loeffel Operator: Shawn Ebert
 Entry Date: 7/30/2009 2:08:06PM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer states water line/main between her home and neighbors is leaking and flowing into the road
 Due Date: 7/30/2009 6:00:00PM Resolution Date: 7/31/2009 10:00:00AM FA Status: Completed
 Resolution: Repaired 1 1/4" Poly leak on our side of the meter....

Sub Division: 368 MR Route: F3Z FA ID: 2748410722
 Account #: 2748410000 Customer Name: ZABALETA / MD, RUBEN S Phone #: (407) 804-8745
 Address: 2144 JUDITH PL CSR: Jacqueline Sillitoe Operator:
 Entry Date: 5/7/2009 1:17:23PM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: FOUL SMELLING WATER - DISP TO PLANT OP (DES PINAR) JMC 05/07
 Due Date: 5/7/2009 12:00:00AM Resolution Date: 5/7/2009 3:30:00PM FA Status: Completed
 Resolution: Spoke with customer, odor was due to previous problem at plant... CL2 was .3 at residence... No problem now...

Sub Division: 368 MR Route: F4S FA ID: 2777110995
 Account #: 6867728760 Customer Name: MCWILLIAMS, KEITH Phone #: (407) 595-9171
 Address: 1694 KINGSTON RD CSR: Matthew Chandler Operator: LeRoy Grainger

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Entry Date: 2/17/2009 2:58:56PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUST IS HAVING VERY LOW PRESSURE. PLEASE CHK PRESSURE AT MTR. HAS ANYTHING BEEN GOING ON AT THE PLANT?
 Due Date: 2/18/2009 6:00:00PM Resolution Date: 2/18/2009 8:25:00AM FA Status: Completed
 Resolution: no leaks /water pressure very good/talked with customer about findings/60psi at hose bib...lrg.

Sub Division: 368 MR Route: F4F FA ID: 2795100203
 Account #: 7535598456 Customer Name: MORCHE, RUDOLF Phone #: (407) 394-6636

Address: 255 HIGH CASTLE LN CSR: Elise Christian Operator: LeRoy Grainger
 Entry Date: 10/13/2009 3:25:57PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST SNT EMAIL THAT TOILETS BLOCK UP AND WATER IN THE HOME SMELLS LIKE "IRRG" WATER.WHEN THEY FLUSH UPSTAIRS TOILET. SINK GURGLES UP WATER SAME BAD SMELL. PLEASE CHECK AND NOTIFY CUST. (EC)
 Due Date: 10/14/2009 6:00:00PM Resolution Date: 10/14/2009 8:55:00AM FA Status: Completed
 Resolution: hung tag informing customer that we are their sewer only and to call Seminole county if they have water quality issue...lrg.

Sub Division: 368 MR Route: F5G FA ID: 2818000891
 Account #: 0729805854 Customer Name: JACOBS, VALERIE Phone #: (407) 832-0556
 Address: 166 GOLFCLUB DR CSR: Matthew Chandler Operator: Mark Leard
 Entry Date: 2/11/2009 3:26:52PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUST CALLED IN DUE TO A LARGE DROP IN PRESSURE. SHE SAYS THERE IS SOME CONSTRUCTION GOING ON ACROSS THE GOLF COURSE. PLEASE CHK PRESSURE AT TMR AND TAG DOOR.
 Due Date: 2/12/2009 6:00:00PM Resolution Date: 2/12/2009 10:15:00AM FA Status: Completed
 Resolution: TAGGED DOOR THAT EVERYTHING IS GOOD THEY HAVE 50 P.S.I.

Sub Division: 368 MR Route: F4S FA ID: 2874500038
 Account #: 2874500000 Customer Name: ECKHARDT, TRACY Phone #: (407) 331-8327
 Address: 133 SHERIDAN AVE CSR: Lorie Mayeski Operator: James Swegheimer
 Entry Date: 7/30/2009 12:39:05PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED "LOW PRESSURE" CUSTOMER WOULD LIKE PHONE CALL INFORMING HER OF WHEN SHE EXPECTED PROBLEM TO BE FIXED. THANKS, LORIE M. 7-30-09 CALL TRACY ECKHARDT (407)-331-8327.GIVEN TO JIM SWEIGHEIMER
 Due Date: 7/30/2009 6:00:00PM Resolution Date: 7/30/2009 2:30:00PM FA Status: Completed
 Resolution: Spoke with customer and advised her of problems at the plant. Also informed her from this point forward the issue should be resolved

Sub Division: 368 MR Route: F5F FA ID: 2900510067

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Account #: 7371917621 Customer Name: ABARAY, ROBERT Phone #: (407) 862-5819
 Address: 154 HOLDERNESS DR CSR: Lorie Mayeski Operator:
 Entry Date: 12/1/2009 9:50:28AM SO Type: M-SIO Request Type: Repair/Replace Meter Box
 Instructions: CUSTOMER STATED THAT METER LID HAS CRACK PLEASE REPLACE LID. THANKS, LORIE M. 12-1-09
 Due Date: 12/2/2009 6:00:00PM Resolution Date: 12/2/2009 8:30:00AM FA Status: Completed
 Resolution: Replaced broken lid.

Sub Division: 368 MR Route: F4S FA ID: 2906410225
 Account #: 2906410000 Customer Name: WHIDDEN, MEGHAN Phone #: (407) 484-0134
 Address: 615 PRESTON RD CSR: Lorie Mayeski Operator:
 Entry Date: 7/22/2009 7:47:40AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUSTOMER CALLED STATED THAT "WATER PRESSURE IS LOW", PLEASE INVESTIGATE. THANKS, LORIE M. 7-22-09...*CALLED OUT TO ALEX LORENZO (TOM KEYS ON VACATION)* 8:40 A.M.*
 Due Date: 7/22/2009 6:00:00PM Resolution Date: 7/22/2009 4:00:00PM FA Status: Completed
 Resolution: Spoke with customer and advised them of problems at the plant... Scheduled to be repaired....

Sub Division: 368 MR Route: F4G FA ID: 2909710107
 Account #: 2909710000 Customer Name: CARVER, CHARLES Phone #: (407) 739-3353
 Address: 121 NIGHT OWL CT CSR: Matthew Chandler Operator: Jeff Pinder
 Entry Date: 4/8/2009 10:36:54AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A LEAK 100 FEET NORTH OF THE MTR AND 1 FOOT IN FROM THE SIDEWALK. PAGED TO JEFF P. CUST LEFT CONTACT # 407-739-3353.MC
 Due Date: 4/8/2009 6:00:00PM Resolution Date: 4/8/2009 11:00:00AM FA Status: Completed
 Resolution: Leak was in customers PVC line... Shut water off at meter and advised customer to contact a plumber... J. PINDER

Sub Division: 368 MR Route: F4F FA ID: 2929500041
 Account #: 2929500000 Customer Name: SHAY, DANIEL Phone #: (407) 869-9013
 Address: 653 LONGMEADOW CIR CSR: Ann Raponi Operator: LeRoy Grainger
 Entry Date: 2/6/2009 2:00:38PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CAME IN OFFIFCE TO REPORT BROKEN METER BOX LID-AT THE NEXT DOOR NEIGHBORS METER- DOESN'T WANT ANYONE FALLING INTO IT. PLEASE REPLACE LID. THANK YOU. AMR
 Due Date: 5/9/2009 12:00:00AM Resolution Date: 5/8/2009 9:00:00AM FA Status: Completed
 Resolution: looks like lid has already been replaced...lrg.

Sub Division: 368 MR Route: F4S FA ID: 2954600448
 Account #: 2954600000 Customer Name: WATKINS, FRANCES J Phone #: (407) 332-7143

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Address: 112 LEA AVE CSR: Lorie Mayeski Operator: Shawn Ebert
 Entry Date: 8/27/2009 11:33:36AM SO Type: M-SIO Request Type: Repair/Replace Meter Box
 Instructions: NEIGHBOR CALLED THE METER AT THIS ADDRESS IS LEAKING. PLEASE INVESTIGATE. LEAVE TAG ON DOOR INFORMING CUSTOMER OF FINDINGS. THANKS, LORIE M. 8-27-09**CALLED OUT TO JEFF PINDER @ 12:30 P.M.*
 Due Date: 8/27/2009 6:00:00PM Resolution Date: 8/27/2009 1:55:00PM FA Status: Completed
 Resolution: found hole in meter pigtail on customer's side, replaced pigtail and gaskets on both sides. Sme

Sub Division: 368 MR Route: F4S FA ID: 2973310680
 Account #: 2973310000 Customer Name: BAGWELL CPAPA, BRENDA Phone #: (407) 834-2727

Address: 1900 BOOTHE CIR BLD 1 CSR: Leanne Loeffel Operator: Jeff Pinder
 Entry Date: 6/17/2009 11:54:48AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer called stating the whole building had no water. Paged to Jeff P. Thanks *Leanne
 Due Date: 6/17/2009 6:00:00PM Resolution Date: 6/17/2009 11:00:00AM FA Status: Completed
 Resolution: Accidentally shut off in line valve for 2 min. turned valve back on and reactivated water service...

Sub Division: 368 MR Route: F4G FA ID: 2976600149
 Account #: 5036053839 Customer Name: SCRIBNER, SCOTT Phone #: (321) 274-7576
 Address: 101 COVE LAKE DR CSR: Florida Temp Operator: LeRoy Grainger
 Entry Date: 10/28/2009 10:30:36AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST SAYS PLUMBER WAS UNABLE TO SHUT WATER OFF. HE SAYS METER IS OLD AND WILL NOT STOP WATER FROM FLOWING. DOES METER NEED TO BE REPLACED? PLEASE NOTE ON TAG WHERE HOUSE SHUT-OFF VALVE IS AS CUSTOMER WAS UNSURE IF PLUMBER TRIED THAT FIRST.
 Due Date: 10/29/2009 12:00:00AM Resolution Date: 10/28/2009 1:45:00PM FA Status: Completed
 Resolution: no meter does not need to be replaced.....lubricated and exercised curb stop valve ...valve shuts water off fine....have no idea where there house valve is if they even have one ...lrg.

Sub Division: 368 MR Route: F4T FA ID: 3009200711
 Account #: 4501261236 Customer Name: STERLING, BOB Phone #: (863) 840-2145
 Address: 205 JASMINE LN CSR: Isabel Ceballos Operator: Jonathan Pennington
 Entry Date: 11/9/2009 9:40:36AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says since new meter was installed, he has been having dirt in toilets, he said it should have been gone by now. Tag door w/any info. /IC
 Due Date: 11/10/2009 6:00:00PM Resolution Date: 11/10/2009 12:00:00AM FA Status: Completed
 Resolution: EVERYTHING OK ON OUR SIDE.SPOKE WITH CUSTOMER AND TOLD HER TO HAVE WATER SOFTNER CHECKED OUT AND HER PLUMBING.J.P.

Sub Division: 368 MR Route: F5F FA ID: 3020700081
 Account #: 3057337497 Customer Name: MULHALL, MICHELLE Phone #: (407) 252-5322
 Address: 179 DUNCAN TRL CSR: Kimberly Bennett Operator: Richard Galarza

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Entry Date: 8/5/2009 11:11:21AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED UNALBE TO SHUT OFF WATER **EXERCISE AND LUBRICATE VALVE** HAVE TO DO INSIDE REPAIR. PLEASE CHECK VALVE TO SEE IF ABLE TO TURN. ADVISE CUSTOMER.
 Due Date: 8/5/2009 4:00:00PM Resolution Date: 8/5/2009 12:00:00AM FA Status: Completed
 Resolution: lubricated curb stop. informed customer valve is working. RG

Sub Division: 368 MR Route: F3Z FA ID: 3033600326
 Account #: 3033600000 Customer Name: BOWEN, RAYMOND L Phone #: (407) 637-9385
 Address: 1436 CANAL POINT RD CSR: Lorie Mayeski Operator:
 Entry Date: 6/8/2009 7:33:07AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT..."THAT WATER SUPPLY OFTEN SMELLS LIKE CHLORINE STRONG SMELL, AND LIKE SULPHUR. SOMETIMES LIKE SEWAGE. PLEASE INVESTIGATE
 Due Date: 6/8/2009 7:00:00PM Resolution Date: 6/9/2009 1:30:00PM FA Status: Completed
 Resolution: No one home... CL2 - 1.9 ppm... No problem found... Hung door tag... Allen Finch

Sub Division: 368 MR Route: F5G FA ID: 3042900636
 Account #: 3967642843 Customer Name: KEIMACH, HOPE Phone #: (407) 304-7945
 Address: 119 SHELLIE CT CSR: Lyn Paulk Operator: Jeff Pinder
 Entry Date: 3/17/2009 8:47:36AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED DUE TO LEAK. HE SAID WE HAVE BEEN WORKING NEXT DOOR AND NOW HE HAS A LEAK. PLEASE SEND SOMEONE OUT. PAGED TO JOHN M. LYN
 Due Date: 3/17/2009 6:00:00PM Resolution Date: 3/17/2009 10:30:00AM FA Status: Completed
 Resolution: Met customer on site; leak was in his irrigation and he was able to shut water off and arrange for repair...

Sub Division: 368 MR Route: F4S FA ID: 3064410350
 Account #: 5219729105 Customer Name: SMITH, ROBIN Phone #: (719) 649-8543
 Address: 705 CHELSEA RD CSR: Kimberly Bennett Operator: Matthew Morrell
 Entry Date: 2/16/2009 7:25:38AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED DUE TO LEAK ON OURSIDE OF METER IN SERVICE LINE. - (PLEASE KNOCK ON DOOR CUSTOMER WOULD LIKE SHOW WHERE LEAK IS). PAGED TO PINDER. KIM
 Due Date: 2/16/2009 6:00:00PM Resolution Date: 2/16/2009 7:00:00AM FA Status: Completed
 Resolution: Very minor leak in our curb stop. Put on schedule for future repair... J. Pinder

Sub Division: 368 MR Route: F4S FA ID: 3069510334
 Account #: 3069510000 Customer Name: BELL, KREIDER L Phone #: (407) 767-0450
 Address: 103 WINDMILL WAY CSR: Lyn Paulk Operator: Jonathan Pennington
 Entry Date: 1/8/2009 2:24:46PM SO Type: M-SIO Request Type: General Investigation

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Instructions: MR. CALLED SAYING HE HAD A SEWER BACK UP AND THE PLUMBER SAID OUR CLAY LINE HAS A BELLY IN IT. PLEASE CALL MR. AND ARRANGE A MEETING TO DISCUSS THIS. CALL HIM AT 321-438-3297.

Due Date: 1/9/2009 6:00:00PM Resolution Date: 1/13/2009 12:00:00AM FA Status: Completed

Resolution: turned over to john

Sub Division: 368 MR Route: F4G FA ID: 3072710986
 Account #: 3072710000 Customer Name: MARRA, MARY Phone #: (407) 682-5990
 Address: 901 RIVERBEND BLVD CSR: Kimberly Bennett Operator: LeRoy Grainger
 Entry Date: 2/19/2009 1:58:01PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called due to slow drainage. Check to see if our sewer lines are clear - Tag with findings.

Due Date: 2/20/2009 6:00:00PM Resolution Date: 2/20/2009 9:15:00AM FA Status: Completed

Resolution: our sewer lines are open and flowing good.....tagged door with findings.....lrg.

Sub Division: 368 MR Route: F3Z FA ID: 3130300528
 Account #: 3418511684 Customer Name: DECKERS, KEVIN Phone #: (321) 704-4009
 Address: 1386 S RIDGE LAKE CR CSR: Leanne Loeffel Operator: Scott Learned
 Entry Date: 5/20/2009 4:01:51PM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer called and stated that either his or his neighbors meter was leaking water. Paged to Scott L.

Due Date: 5/20/2009 6:00:00PM Resolution Date: 5/19/2009 12:00:00AM FA Status: Completed

Resolution: Leak in customer's line. Hung tag

Sub Division: 368 MR Route: F5F FA ID: 3179400206
 Account #: 3179400000 Customer Name: HUGHES, NOAH Phone #: (407) 869-4826
 Address: 101 E YORK CT CSR: Elise Christian Operator: Richard Galarza
 Entry Date: 6/1/2009 7:57:43AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST SNT EMAIL THAT ON 5/21/09 THERE WAS AN AFTER HR CALL FOR A LEAK AT THIS MTR. SCOTT CAME OUT AND SCHEDULED REPAIR FOR 5/26/09. WATER IS OVERFLOWING IN YARD. PLEASE CHECK. PAGED TO JOHN M (EC)

Due Date: 6/1/2009 6:00:00PM Resolution Date: 6/1/2009 12:00:00AM FA Status: Completed

Resolution: 3/4 supply line leaking, put on repair clamp. RG.

Sub Division: 368 MR Route: F4S FA ID: 3330300088
 Account #: 3330300000 Customer Name: CHARTERS, LONI Phone #: (407) 325-3302
 Address: 115 EASTERN FORK CSR: Kimberly Bennett Operator: Matthew Morrell
 Entry Date: 8/14/2009 2:49:26PM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: customer call due to roots in sewer ling under drive. Wanted to know is that her problem or ours. Plumber on site Camera the line. Paged to Pinder someone in route. Kim

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 8/14/2009 6:00:00PM Resolution Date: 8/14/2009 3:00:00PM FA Status: Completed
 Resolution: Met plumber on site... Problem is in customer's line not ours...

Sub Division: 368 MR Route: F4S FA ID: 3330300158
 Account #: 3330300000 Customer Name: CHARTERS, LONI Phone #: (407) 325-3302
 Address: 115 EASTERN FORK CSR: Lorie Mayeski Operator: Jeff Pinder
 Entry Date: 8/17/2009 11:34:28AM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: CUSTOMER CALLED STATED THAT AFTER DIGGING OVER THE WEEKEND TO FIND WHERE SEWAGE BACK UP WAS SHE DISCOVERED THAT IT OCCURED IN OUR CLAY PIPE AND WAS INSTRUCTED TO CALL US IF THIS WAS DISCOVERED. JEFF PINDER @ 12:30PM.

Due Date: 8/17/2009 6:00:00PM Resolution Date: 8/17/2009 2:00:00PM FA Status: Completed
 Resolution: Found roots in our sewer wye and next joint down in our line. Replaced double sewer service and tied customers lines back in... Pictures forwarded to J. Marinelli

Sub Division: 368 MR Route: F4S FA ID: 3330300080
 Account #: 3330300000 Customer Name: CHARTERS, LONI Phone #: (407) 325-3302
 Address: 115 EASTERN FORK CSR: Lorie Mayeski Operator: Jeff Pinder
 Entry Date: 8/5/2009 10:09:36AM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: CUSTOMER CALLED STATED THAT THERE IS CLOGG IN SEWER DRAIN. PLUMBER SNAKED DRAIN FOR 25' FEET, COULD NOT GET FURTHER (JOINT IN PIPE). PLUMBER INFORMED CUSTOMER THAT IT COULD BE OUR RESPONSIBILITY. PLEASE INVESTIGATE.LORIEM.TO J.PINDER11:09AM

Due Date: 8/5/2009 6:00:00PM Resolution Date: 8/5/2009 10:00:00AM FA Status: Completed
 Resolution: Spoke with customer... She has no clean out... No plumber on site... Let customer know if the plumber hit a blockage at 25' problem is in her line. Checked up and downstream manholes they were clear....

Sub Division: 368 MR Route: F3Y FA ID: 3334810642
 Account #: 8737510000 Customer Name: SHYOUN, LAURA E Phone #: (321) 299-6278
 Address: 1611 KENLYN DR CSR: Lorie Mayeski Operator: Alex Lorenzo
 Entry Date: 6/18/2009 8:11:05AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUSTOMER CALLED STATED THAT WATER PRESSURE HAS BEEN LOW...SUCH AS WATER NOT STAYING ON WHEN SPIGOT IS TURNED WATER WILL SLOW DOWN. PLEASE CALL CUSTOMER 407-637-4911 (MR. SIRILLA).

Due Date: 6/18/2009 7:00:00PM Resolution Date: 7/17/2009 2:30:00PM FA Status: Completed
 Resolution: 74 psi at the house. Customer has good pressure throughout the house except kitchen. Advised customer to clean spigot and screen.

Sub Division: 368 MR Route: F4G FA ID: 3335500091
 Account #: 3335500000 Customer Name: KROTENBERG, JEFFREY Phone #: (407) 865-6150
 Address: 448 WILD OAK CIR CSR: Lorie Mayeski Operator: Thomas Keys
 Entry Date: 3/30/2009 8:12:33AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED CONCERNED HOW WE CHEMICALLLY TREAT HER WATER. CUSTOMER CLAIMS TO BE LOSING EXPENSIVE "TROPICAL FISH "IN THE PAST COUPLE OF WEEKS POSSIBLY DUE TO OUR WATER TREATMENT PROCESS. PLEASE CONTACT CUSTOMER (407) -474-1469.

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 3/30/2009 7:00:00PM Resolution Date: 3/31/2009 12:00:00AM FA Status: Completed

Resolution: Delivered CL2 Test Reagents and advised customer to test water after declorination. Also advised to aerate water for 1 hour before adding fish...

Sub Division: 368 MR Route: F4F FA ID: 3367600833
 Account #: 3367600000 Customer Name: FERGUSON, MICHELE M Phone #: (407) 788-7221
 Address: 540 TIMBER RIDGE DR CSR: Matthew Chandler Operator: Jeff Pinder
 Entry Date: 5/20/2009 3:37:06PM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: CUST CALLED IN DUE TO A SEWER BACK UP. THE PLUMBER SNAKED THE LINE AND RAN A CAMERA. HE SAYS IT IS CLOGGED DUE TO A BROKEN LINE CLOGGED WITH ROOTS ON OUR SIDE. PLEASE CHK OUT.

Due Date: 5/21/2009 6:00:00PM Resolution Date: 5/21/2009 11:00:00AM FA Status: Completed

Resolution: Roded and camera line for customer. Roots in customer's 4" PVC line

Sub Division: 368 MR Route: F4S FA ID: 3421610495
 Account #: 3421610000 Customer Name: FOWLER, GERALDINE Phone #: (407) 222-5393
 Address: 5 SLEEPY HOLLOW CV CSR: Jacqueline Sillitoe Operator: LeRoy Grainger
 Entry Date: 8/4/2009 7:20:22AM SO Type: M-SIO Request Type: No Water
 Instructions: DISP TO JPINDER. CUSTOMER SAYS NO WATER FOR LAST 24 HRS.

Due Date: 8/4/2009 12:00:00AM Resolution Date: 8/4/2009 1:35:00PM FA Status: Completed

Resolution: customer had leak on their side....repairs since have been made...water on lrg...

Sub Division: 368 MR Route: F4F FA ID: 3423310112
 Account #: 3423310000 Customer Name: ALOISIO, SUSAN Phone #: (407) 774-0545
 Address: 2836 SPYGLASS CV CSR: Lyn Paulk Operator: Alex Lorenzo
 Entry Date: 2/3/2009 7:41:26AM SO Type: M-SIO Request Type: General Investigation
 Instructions: MS. CALLED AND SAID "MY WATER STINKS". CHECK AS TO WHY AND ADVISE THE CUSTOMER.

Due Date: 2/4/2009 6:00:00PM Resolution Date: 2/4/2009 2:30:00PM FA Status: Completed

Resolution: Spoke with customer. CL2 at bathroom sink was 2.6 mg/l. Lowered both bleach pumps at plant down to 58%. Advised customer to call back if problem persists...

Sub Division: 368 MR Route: F5G FA ID: 3448010475
 Account #: 3448010000 Customer Name: HAZEL, CHRISTOPHER Phone #: (407) 869-1705
 Address: 171 BRISTOL PT CSR: Kimberly Bennett Operator: Matthew Morrell
 Entry Date: 7/10/2009 9:37:17AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 7/9/09 - CUST CALLED THE ANSWERING SERVICE AFTER HOURS DUE TO LEAK AT METER. PAGED TO ONCALL.KM

Due Date: 7/10/2009 6:00:00PM Resolution Date: 7/10/2009 11:00:00AM FA Status: Completed

Resolution: Replaced 1" curb stop

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Sub Division: 368 MR Route: F3Z FA ID: 3551210466
 Account #: 3551210000 Customer Name: ORLANDO, MICHAEL W Phone #: (407) 332-0681
 Address: 1424 NORTHRIDGE CT CSR: Leanne Loeffel Operator: Matthew Morrell
 Entry Date: 7/7/2009 8:05:47AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer called about water flowing out of his/neighbors meter box. Paged to John M. Thanks *Leanne
 Due Date: 7/7/2009 6:00:00PM Resolution Date: 7/7/2009 2:00:00PM FA Status: Completed
 Resolution: Repaired 1 1/4" poly with 3" repair clamp....

Sub Division: 368 MR Route: F3Y FA ID: 3556810080
 Account #: 3556810000 Customer Name: BAH, RAVI Phone #: (407) 682-5454
 Address: 2771 CITRON DR CSR: Lorie Mayeski Operator: Thomas Keys
 Entry Date: 6/1/2009 10:13:41AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED COMPLAINED OF "MUSTY SMELL IN WATER". PLEASE INVESTIGATE.

6-1-09*CALLED OUT TO TOM KEYS @ 11:12 A.M.* AS PER J. PINDER *MESSAGE THRU SUE DISPAQUALE*
 Due Date: 6/1/2009 7:00:00PM Resolution Date: 6/3/2009 2:00:00PM FA Status: Completed
 Resolution: CL2 - 1.4 No smell noticed... Flushed both hydrants on either side of property...

Sub Division: 368 MR Route: F3Y FA ID: 3556810023
 Account #: 3556810000 Customer Name: BAH, RAVI Phone #: (407) 682-5454
 Address: 2771 CITRON DR CSR: Isabel Ceballos Operator: Thomas Keys
 Entry Date: 6/22/2009 9:42:28AM SO Type: M-SIO Request Type: Discolored Water
 Instructions: Customer called and reported brown water. Paged Tom Keys. /IC
 Due Date: 6/22/2009 6:00:00PM Resolution Date: 6/22/2009 11:00:00AM FA Status: Completed
 Resolution: Flushed customers lines CL2 residual was 2.1

Sub Division: 368 MR Route: F3Z FA ID: 3568000834
 Account #: 3568000000 Customer Name: THE MELTING POT Phone #: (407) 862-8773
 Address: 1200 DOUGLAS AVE CSR: Jacqueline Sillitoe Operator: Mark Leard
 Entry Date: 8/17/2009 12:06:02PM SO Type: M-SIO Request Type: General Investigation
 Instructions: low water pressure. Dispatched to John M.
 Due Date: 8/17/2009 12:00:00AM Resolution Date: 8/17/2009 12:00:00PM FA Status: Completed
 Resolution: Customer has 75 psi. Problem is internally inside building... Spoke with customer...

Sub Division: 368 MR Route: F3Y FA ID: 3783210694
 Account #: 3783210000 Customer Name: WEKIWA SPG STATE PARK Phone #: (407) 884-2006
 Address: 1800 WEKIWA CIR / STATE PARK / MTR 1 CSR: Leanne Loeffel Operator: Jeff Pinder
 Entry Date: 1/30/2009 10:39:55AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer called complaining for low/no water pressure. Paged to Jeff P.

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 1/30/2009 6:00:00PM Resolution Date: 1/30/2009 12:00:00PM FA Status: Completed
 Resolution: Only one building inside the park had no water... Internal problem at the park. Spoke with the Park Ranger

Sub Division: 368 MR Route: F5G FA ID: 3789710930
 Account #: 3789710000 Customer Name: HREHA, ADAM Phone #: (407) 754-5713
 Address: 203 NEEDLES TRL CSR: Lorie Mayeski Operator: Alex Lorenzo
 Entry Date: 8/5/2009 11:35:33AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: CUSTOMER CALLED STATED THAT "SEWER LIKE SMELL WAS COMING FROM WATER SUPPLY THIS MORNING". PLEASE INVESTIGATE. THANKS, LORIE M. 8-5-09*CALLED OUT TO SCOTT GOSNELL @ 12:33 P.M.
 Due Date: 8/5/2009 6:00:00PM Resolution Date: 8/6/2009 11:00:00AM FA Status: Completed
 Resolution: Tom spoke with customer on 8/5/09 and advised her it might be her drain. Alex went out on 8/6/09 and took a CL2 of 2 ppm No smell was noticed...

Sub Division: 368 MR Route: F3Z FA ID: 3927600176
 Account #: 0442530613 Customer Name: LIATSOS, KYRIAKOS Phone #: (407) 314-0920
 Address: 1570 REBECCA PL CSR: Lorie Mayeski Operator: Dale White
 Entry Date: 1/23/2009 12:09:58PM SO Type: M-SIO Request Type: Sewer Service Line Break
 Instructions: customer called major water leak behind home. Cust. claims it's one of our pipes. This property is located in "Cedar Cove" off of Long pond? According to customer. 1-23-09 Lorie M.
 Due Date: 1/23/2009 7:00:00PM Resolution Date: 1/23/2009 1:30:00PM FA Status: Completed
 Resolution: Dale went out and found busted irrigation line on customer's well. Not ours. No one at home left tag informing customer.

Sub Division: 368 MR Route: F4F FA ID: 3971500201
 Account #: 6916501082 Customer Name: JIMENEZ, ANDRES Phone #: (407) 923-1716
 Address: 416 TWISTING PINE CIR CSR: Leanne Loeffel Operator: Jeff Pinder
 Entry Date: 2/3/2009 3:09:17PM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer called stating water was bubbling out of the meter area at her home and the neighbor next door. Paged to Leroy G. Customer states she had called earlier in the day but acct had no record.
 Due Date: 2/3/2009 11:59:00PM Resolution Date: 2/3/2009 4:45:00PM FA Status: Completed
 Resolution: Poly Leak repaired

Sub Division: 368 MR Route: F4G FA ID: 3981410940
 Account #: 7057904493 Customer Name: PUCCIO, NICOLE Phone #: (407) 636-5051
 Address: 200 W SWEETWATER CREEK DR CSR: Matthew Chandler Operator: Matthew Morrell
 Entry Date: 8/24/2009 2:40:27PM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: NEIGHBOR CALLED IN THAT WATER IS COMING UP OUT OF THE CONCRETE AND FLOWING DOWN THE ROAD, PAGED TO JEFF P.
 Due Date: 8/24/2009 6:00:00PM Resolution Date: 8/25/2009 8:00:00AM FA Status: Completed

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Resolution: Repaired 1" poly leak under the road

Sub Division: 368 MR Route: F4F FA ID: 4033300553
 Account #: 4760614772 Customer Name: Kubin, Brad Phone #: (407) 616-7155
 Address: 520 SUGAR RIDGE CT CSR: Ferrellyn Trovinger Operator: Jonathan Pennington
 Entry Date: 5/18/2009 8:58:35AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: Brad Kubin called the ans. serv. 5/16/2009 at 9:00am to report a water valve leaking between the meter and the house. Dispatched to Jonathan P. FLT
 Due Date: 5/16/2009 11:59:00PM Resolution Date: 5/16/2009 12:00:00AM FA Status: Completed
 Resolution: Customer had leak inside house. House valve wouldn't shut leak off. He shut our curb stop off to fix leak. Curb Stop now leaking needs replaced.j.p.

Sub Division: 368 MR Route: F4T FA ID: 4123410022
 Account #: 6026678094 Customer Name: THOMPSON, MARSHA Phone #: (407) 327-3602

Address: 106 SAND PINE LN CSR: Lorie Mayeski Operator:
 Entry Date: 12/24/2009 9:19:12AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT SHE HAD 'DIRT IN WATER & GRITTY & DARK'. *CALLED OUT TO SCOTT GOSNELL @ 10:18 A.M.*
 Due Date: 12/24/2009 6:00:00PM Resolution Date: 12/26/2009 12:00:00AM FA Status: Completed
 Resolution: Found meter box lid missing and replaced it. No dirt or grit found at hose bib.

Sub Division: 368 MR Route: F5G FA ID: 4123600104
 Account #: 4123600000 Customer Name: PFEIFFER, DANIEL Phone #: (407) 774-0229
 Address: 214 W COTTESMORE CIR CSR: Matthew Chandler Operator: Alex Lorenzo
 Entry Date: 4/29/2009 8:59:46AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUST CALLED IN TO COMPLAIN ABOUT THE LOW WATER PRESSURE IN THE MORNING. SHE SAY IT GETS SO LOW THAT HER SHOWER ACTUALLY STOPS SPRAYING NUMEROUS TIMES IN THE MORNING.
 Due Date: 4/30/2009 6:00:00PM Resolution Date: 5/13/2009 10:00:00AM FA Status: Completed
 Resolution: Alex spoke with customer and found out that it was the customers water softener causing the problem and the customer fixed the problem.....

Sub Division: 368 MR Route: F4F FA ID: 4133210201
 Account #: 4133210000 Customer Name: JACOBS, ALAN Phone #: (407) 862-0267
 Address: 500 BALD CYPRESS CT CSR: Kimberly Bennett Operator: Matthew Morrell
 Entry Date: 11/2/2009 7:46:29AM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: 11/1/09 - CUST CALLED A/S AFTER HOURS DUE TO SEWER BACK UP. PAGED TO ONCALL. KIM
 Due Date: 11/2/2009 6:00:00PM Resolution Date: 11/1/2009 8:00:00PM FA Status: Completed
 Resolution: Checked up and downstream manholes and found no blockage in our line. Advised customer of company policy

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009
and they were going to call a plumber.

Request Type: Repair/Replace Meter Box

Sub Division: 368 MR Route: F4S FA ID: 4183600196
Account #: 4597555258 Customer Name: MCLAUGHLIN, ALLISON Phone #: (407) 417-2220
Address: 126 LEA AVE CSR: Jacqueline Sillitoe Operator: LeRoy Grainger
Entry Date: 3/30/2009 10:05:39AM SO Type: M-SIO Request Type: No Water
Instructions: CUSTOMER SAYS WATER IS OFF?? DISP TO FIELD.JMC 03/30
Due Date: 3/30/2009 12:00:00AM Resolution Date: 3/30/2009 11:15:00AM FA Status: Completed
Resolution: customer had leak in meter box /replaced meter nipple end at curb stop and water is on now....lrg.

Sub Division: 368 MR Route: F4T FA ID: 4186410383
Account #: 4186410000 Customer Name: KING, JOSEPH P Phone #: (407) 862-2693
Address: 110 AUTUMN DR CSR: Matthew Chandler Operator: Jeff Pinder
Entry Date: 10/7/2009 11:53:56AM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: CUST CALLED IN A WATER LINE BREAK. PAGED TO JEFF P.MC
Due Date: 10/7/2009 6:00:00PM Resolution Date: 10/7/2008 4:00:00PM FA Status: Completed
Resolution: 6" C-200 Water Main Break. Repaired with 6" X 15" repair clamp.

Sub Division: 368 MR Route: F4T FA ID: 4186410503
Account #: 4186410000 Customer Name: KING, JOSEPH P Phone #: (407) 862-2693
Address: 110 AUTUMN DR CSR: Jacqueline Sillitoe Operator: John Marinelli
Entry Date: 3/13/2009 1:46:38PM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: METER IS LEAKING. DISP TO JOHN M.JMC 03/13
Due Date: 3/13/2009 12:00:00AM Resolution Date: 3/13/2009 10:00:00AM FA Status: Completed
Resolution: Leak in customer's line. Spoke with customer

Sub Division: 368 MR Route: F4T FA ID: 4186410572
Account #: 4186410000 Customer Name: KING, JOSEPH P Phone #: (407) 862-2693
Address: 110 AUTUMN DR CSR: Jacqueline Sillitoe Operator: Jeff Pinder
Entry Date: 10/23/2009 3:24:40PM SO Type: M-SIO Request Type: General Investigation
Instructions: ATTN: JEFF PINDER. CUSTOMER WOULD LIKE YOU TO CALL HIM 10/26 RE: JOB THAT WAS COMPLETED AT HOME. NOT SATISFIED.
Due Date: 10/26/2009 12:00:00AM Resolution Date: 10/26/2009 11:00:00AM FA Status: Completed
Resolution: Spoke with customer, arranged for contractor to come back out and properly repair drive.....

Sub Division: 368 MR Route: F4S FA ID: 4195400585
Account #: 4195400000 Customer Name: LARSON, LAURIE Phone #: (321) 422-9724

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Address: 104 DES PINAR LN CSR: Kimberly Bennett Operator: James Swegheimer
 Entry Date: 5/20/2009 1:21:47PM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: CUSTOMER CALLED DUE TO HIGH CL ORDOR. PAGED TO ALLEN F. KIM
 Due Date: 5/20/2009 6:00:00PM Resolution Date: 5/20/2009 11:00:00AM FA Status: Completed
 Resolution: Spoke with customer, advised her we are making adjustments at the plant on the CL2 and she should notice a difference by the weekend

Sub Division: 368 MR Route: F5G FA ID: 4212010980
 Account #: 4212010000 Customer Name: MAY, SUSAN Phone #: (407) 682-1134
 Address: 116 TRAFALGAR PL CSR: Kimberly Bennett Operator: Thomas Keys
 Entry Date: 6/30/2009 12:41:14PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUST CALLED. EXPERIENCING LOW PRESSURE IN THE MORNINGS NOT ENOUGH FOR SPRINKLER HEADS TO POP UP AND LOW INSIDE OF HOME. PAGED TO TOM K TO CALL CUST @ 407-687-5475. KIM
 Due Date: 6/30/2009 6:00:00PM Resolution Date: 7/1/2009 9:00:00AM FA Status: Completed

Resolution: Installed chart recorders on home and in area to record pressure for 1 week. Spoke with customer and reported no significant pressure drops.

Sub Division: 368 MR Route: F3Z FA ID: 4215410526
 Account #: 4215410000 Customer Name: NETHERS, TIM Phone #: (407) 366-7569
 Address: 1879 ARLINGTON CT CSR: Lorie Mayeski Operator: James Swegheimer
 Entry Date: 6/19/2009 7:47:33AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: CUSTOMER CALLED SPOKE WITH SUE DIPASQUALE AND STATED "WATER LOOKS DIRTY & HAS A SULPHUR SMELL". PLEASE INVESTIGATE. LORIE M. 6-19-09**CALLED OUT TO JIM SWEGHEIMER @ 8:50 A.M.*
 Due Date: 6/19/2009 7:00:00PM Resolution Date: 6/22/2009 9:00:00AM FA Status: Completed
 Resolution: Left tag for customer to call on 6/19/09. Customer called on 6/22/09, spoke with customer and took CL2 of 2.0 All okay

Sub Division: 368 MR Route: F4F FA ID: 4261110501
 Account #: 4261110000 Customer Name: MSKP SPRINGS PLAZA LLC Phone #: (407) 219-3239
 Address: SPG PLAZA SHOP CNTR CSR: Jacqueline Sillitoe Operator: LeRoy Grainger
 Entry Date: 11/20/2009 9:04:33AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER SAYS WATER IS NOT ON AND HYDRANTS ARENT WORKING. DISP TO FIELD. 407-404-5066 BECCA GREEN.
 Due Date: 11/20/2009 12:00:00AM Resolution Date: 11/20/2009 2:00:00PM FA Status: Completed
 Resolution: checked hydrants at plaza...working fine ...talked with mgr. about findings. Jeff p.

Sub Division: 368 MR Route: F4F FA ID: 4265110362
 Account #: 1347888264 Customer Name: Gentry, Kelly R Phone #: (863) 944-7911

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Address: 400 RED MULBERRY CT CSR: Kimberly Bennett Operator: Tom Wright

Entry Date: 10/29/2009 3:58:02PM SO Type: M-SIO Request Type: General Investigation

Instructions: 10/24/09 CUST CALLED AFTER HOUR TO A/S DUE TO TOILET BACKING UP INTO HOME. PAGED TO ONCALL. KIM

Due Date: 10/30/2009 6:00:00PM Resolution Date: 10/24/2009 10:00:00AM FA Status: Completed

Resolution: Per on call, he called cust and there was only a problem with one bathroom. Cust said that he was going to call a plumber.

Sub Division: 368 MR Route: F5F FA ID: 4305700301

Account #: 4305700000 Customer Name: GOLDFARB, BRETT Phone #: (407) 774-9305

Address: 240 CAMBRIDGE DR CSR: Lyn Paulk Operator: Jeff Pinder

Entry Date: 3/24/2009 7:26:26AM SO Type: M-SIO Request Type: General Investigation

Instructions: MR. CALLED DUE TO AN INDENTION IN THE STREET IN FRONT OF HIS HOME. HE SAID WE HAVE BEEN WORKING ON IT FOR THE PAST YEAR. HE SAID BARRICADES ARE THERE BUT IT IS NOW UNEXCEPTABLE. PLEASE REPAIR. PAGED TO JOHN M. WHO SAID IT WILL BE DONE BY 4/3/09.LYN

Due Date: 3/24/2009 6:00:00PM Resolution Date: 3/24/2009 11:00:00AM FA Status: Completed

Resolution: Scheduled to be repaired by 4/3/09

Sub Division: 368 MR Route: F5G FA ID: 4337210084

Account #: 4337210000 Customer Name: SITTS, C JOSEPH Phone #: (407) 774-3140

Address: 271 NEW WATERFORD PL CSR: Lorie Mayeski Operator: Robert Callahan

Entry Date: 2/19/2009 8:37:34AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED TO INFORM US THAT PLUMBER WAS OUT FOR REPAIRS, AND PLUMBER STATED TO CUSTOMER THAT THEIR IS A MINOR LEAK AT SHUT OFF VALVE AND TO INFORM US. PLEASE INVESTIGATE. CALL (321) -377-2711 CELL OR HOME (407) -774-3140. *CALLED JEFF P. 9:42AM

Due Date: 2/19/2009 11:59:00PM Resolution Date: 2/19/2009 11:00:00AM FA Status: Completed

Resolution: REPLACED 1" CURB STOP RC

Sub Division: 368 MR Route: F4S FA ID: 4385310954

Account #: 6790760252 Customer Name: MCLAUGHLIN, JAMES Phone #: (407) 415-0058

Address: 102 MARLA LN CSR: Matthew Chandler Operator: Robert Callahan

Entry Date: 4/24/2009 8:21:54AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST CALLED IN A LEAK AT THE MTR. SHE ALSO STATES THAT IT WON'T COMPLETELY SHUT OFF. PLEASE CHK OUT AND REPAIR IF NEEDED.

Due Date: 4/27/2009 6:00:00PM Resolution Date: 4/27/2009 9:20:00AM FA Status: Completed

Resolution: FOUND NO LEAKS RC

Sub Division: 368 MR Route: F4F FA ID: 4458210550

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Account #: 4458210000 Customer Name: SMITH, RICHARD Phone #: (407) 869-9513
 Address: 528 WHISPERWOOD DR CSR: Matthew Chandler Operator: Jeff Pinder
 Entry Date: 7/21/2009 12:56:50PM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A LARGE LEAK AT THE MTR. IT IS GUSHING OUT OF THE MTR BOX.
 Due Date: 7/21/2009 6:00:00PM Resolution Date: 7/21/2009 1:30:00PM FA Status: Completed
 Resolution: Leak was in customer's line, shut water off and spoke with customer....

Sub Division: 368 MR Route: F4S FA ID: 4484400818

Account #: 4484400000 Customer Name: MICHAEL, MARY Phone #:
 Address: 128 DES PINAR LN CSR: Kimberly Bennett Operator: Jeff Pinder
 Entry Date: 11/17/2009 2:41:11PM SO Type: M-SIO Request Type: General Investigation
 Instructions: 11/15/09 - CUST CALLED A/S AFTER HOURS DUE TO WATER PIPE LEAKING BEFORE THE TURN
 OFF VALVE. PAGED TO ONCALL. KM
 Due Date: 11/18/2009 6:00:00PM Resolution Date: 11/17/2009 11:00:00AM FA Status: Completed
 Resolution: Leak in customer's line

Sub Division: 368 MR Route: F4T FA ID: 4503510951

Account #: 8528994563 Customer Name: BURTON, SUSAN Phone #: (407) 222-3917
 Address: 236 SPRING RUN CIR CSR: Leanne Loeffel Operator: Jimmie Hollister
 Entry Date: 6/9/2009 9:44:32AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer says hydrant was gushing this morning, she left, came back and now she has no water.
 paged to Jeff. P. Thanks *Leanne
 Due Date: 6/9/2009 6:00:00PM Resolution Date: 6/9/2009 11:00:00AM FA Status: Completed
 Resolution: OLD BADGER 5/8" PLASTIC BOTTOM CRACKED, SECURITY GUARD SHUT OFF, SHE MEANT METER
 BOX GUSHING NOT HYDRANT. I REPLACED METER. NEEDS A F.A. TO METER EXCHANGE. J.H.

Sub Division: 368 MR Route: F5F FA ID: 4586800410

Account #: 4586800000 Customer Name: O'BRIEN, NADINE Phone #: (407) 862-9335
 Address: 209 STEVENAGE DR CSR: Leanne Loeffel Operator: LeRoy Grainger
 Entry Date: 3/3/2009 2:21:35PM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer called and stated that she is noticing a leakage increase of water near the water meter. She first
 noticed it a few days ago. Please check it out.
 Due Date: 3/4/2009 6:00:00PM Resolution Date: 3/4/2009 8:59:00AM FA Status: Completed
 Resolution: found poly leak/installed a 1/3 repair clamp...lrg.

Sub Division: 368 MR Route: F4G FA ID: 4606500876

Account #: 4606500000 Customer Name: WILKERSON, ROY Phone #: (321) 262-3394
 Address: 614 SWEETWATER COVE BLVD CSR: Ferrellyn Trovinger Operator: Mickey Shue
 Entry Date: 4/20/2009 9:39:01AM SO Type: M-SIO Request Type: Clogged Sewer

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Instructions: Customer called answering service to report a sewer backup. Called to Mick Shue. FT
 Due Date: 4/19/2009 10:36:00AM Resolution Date: 4/19/2009 12:00:00AM FA Status: Completed
 Resolution: Problem on customer side. M.S.

Sub Division: 368 MR Route: F4S FA ID: 4628610634
 Account #: 4628610000 Customer Name: DUBBER, JOHN Phone #: (407) 265-6164
 Address: 535 THAMES CIR CSR: Lorie Mayeski Operator: James Swegheimer
 Entry Date: 7/22/2009 2:43:04PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED. STATED THAT WATER SMELLS BAD FOR THE PAST THREE DAYS. PLEASE INVESTIGATE. THANKS, LORIE M. 7-2-09**CALLED OUT TO SCOTT GOSNELL @ 3:41P.M.*CUSTOMER'S PHONE IS (407) -265-6164

Due Date: 7/22/2009 6:00:00PM Resolution Date: 7/28/2009 10:00:00AM FA Status: Completed
 Resolution: Spoke with customer & problem resolved...

Sub Division: 368 MR Route: F4G FA ID: 4668500731
 Account #: 4668500000 Customer Name: WEEKS, SUSAN Phone #: (407) 869-8395
 Address: 641 SMOKERISE BLVD CSR: Leanne Loeffel Operator: Richard Galarza

Entry Date: 9/22/2009 12:46:45PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: customer says house water and irrigation water pressure been low for the past few weeks, please check PSI at meter/house and tag door with info. Thanks *Leanne

Due Date: 9/23/2009 6:00:00PM Resolution Date: 9/23/2009 12:00:00AM FA Status: Completed
 Resolution: Pressure tested hose bibb. House has 60 psi irrigation problem.r.g.

Sub Division: 368 MR Route: F3Z FA ID: 4888500022
 Account #: 9619000000 Customer Name: COLLADO, BETSY Phone #: (407) 951-7489
 Address: 1801 MISTY MORN PL CSR: Ann Raponi Operator: Jonathan Pennington

Entry Date: 8/31/2009 12:01:19PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CAME IN OFFICE TO REPORT THAT WATER IS ALL AROUND HIS METER & THAT THE METER BOX IS COLLAPSING PLEASE CHECK OUT. TAG WITH FINDINGS. PAGED OUT TO JEFF PINDER AT 12:58 PM. THANK YOU. AMR

Due Date: 8/31/2009 12:00:00AM Resolution Date: 8/31/2009 12:00:00AM FA Status: Completed
 Resolution: SLOW LEAK ON CUSTOMERS SIDE OF SERVICE LINE. METER BOX ISNT COLLAPSING. TAGGED DOOR WITH INFO. J.P.

Sub Division: 368 MR Route: F5F FA ID: 4902700701
 Account #: 4902700000 Customer Name: CROWE, PHILIP J Phone #: (407) 788-2105
 Address: 223 DUNCAN TRL CSR: Ferrellyn Trovinger Operator: Jonathan Pennington

Entry Date: 5/18/2009 11:26:06AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: Phillip Crow called ans. Serv. at 4:15pm to report leak near meter. Dispatched to Jonathan P. FLT

Due Date: 5/17/2009 11:59:00PM Resolution Date: 5/17/2009 12:00:00AM FA Status: Completed

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Resolution: Leak was a couple feet from meter on customer's side. Advised him to contact plumber. Turned off water.j.p.

Sub Division: 368 MR Route: F4G FA ID: 4905710944
 Account #: 9008429431 Customer Name: ROGERS, BRIAN B Phone #: (407) 243-8737
 Address: 965 STONECREEK CT CSR: Lorie Mayeski Operator: Alex Lorenzo
 Entry Date: 7/17/2009 3:13:19PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT THERE ARE BLACK PARTICLES/COLORING IN WATER SUPPLY. PLEASE INVESTIGATE. LORIE M. 7-17-09 CALLED OUT TO SCOTT GOSNELL @ 4:17 P.M.
 Due Date: 7/17/2009 6:00:00PM Resolution Date: 7/17/2009 4:20:00PM FA Status: Completed
 Resolution: Customer's rubber gasket in kitchen sink was bad. Advised customer to replace gasket.

Sub Division: 368 MR Route: F4F FA ID: 4946310442
 Account #: 2885260262 Customer Name: OURY, MARIE Phone #: (407) 441-3109
 Address: 486 LONGMEADOW LN CSR: Isabel Ceballos Operator: Jeff Pinder
 Entry Date: 12/7/2009 3:46:37PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called answering service on 12-5-09 and reported sewage backing up into the shower. /IC
 Due Date: 12/8/2009 6:00:00PM Resolution Date: 12/7/2009 1:00:00PM FA Status: Completed

Resolution: Replaced 40' of 1 1/2" poly under the road and double service to homes. Leak was under the road in our line... J. Pinder

Sub Division: 368 MR Route: F5G FA ID: 4979710754
 Account #: 5041712874 Customer Name: NELSON, BARBARA Phone #: (407) 399-7873
 Address: 201 NEEDLES TRL CSR: Isabel Ceballos Operator: Matthew Morrell
 Entry Date: 8/19/2009 3:04:04PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called answering service on 8-18-09 and reported a hole in front yard and water coming out from the ground and running down the street /IC
 Due Date: 8/20/2009 6:00:00PM Resolution Date: 8/19/2009 8:00:00AM FA Status: Completed
 Resolution: county under drain leaking. Contacted Seminole County

Sub Division: 368 MR Route: F4G FA ID: 5007510033
 Account #: 5007510000 Customer Name: TAUSSIG, CAROLYN Phone #: (407) 788-6406
 Address: 118 LAUREL OAK DR CSR: Leanne Loeffel Operator: Jonathan Pennington
 Entry Date: 8/12/2009 8:16:28AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer says water in/near the meter is bubbling up. Please check it out. Please let customer know who's side it's on so she can schedule repairs if needed. Paged to Jeff. Thanks *Leanne
 Due Date: 8/12/2009 6:00:00PM Resolution Date: 8/12/2009 12:00:00AM FA Status: Completed
 Resolution: Leak on customer's side of service line by tree. Spoke with customer and he wanted water to be shut off for repairs to be made.j.p.

Sub Division: 368 MR Route: F4T FA ID: 5025510530

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Account #: 5025510000 Customer Name: HAY, CANON A Phone #: (407) 869-8697
 Address: 308 SPRING RUN CIR CSR: Jacqueline Sillitoe Operator: Thomas Keys
 Entry Date: 5/18/2009 2:58:13PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUSTOMER IS EXP.DROPS IN PRESSURE OF AND ON. DISP TO PLANT OPER. JMC 05/18 PRESSURE AT PLANT IS 73 PER OPERATOR AT WEKIVA
 Due Date: 5/18/2009 12:00:00AM Resolution Date: 6/10/2009 12:00:00AM FA Status: Completed
 Resolution: Plant putting out 73 psi

Sub Division: 368 MR Route: F4S FA ID: 5033610421
 Account #: 5033610000 Customer Name: WILLIAMS, SCOTT Phone #: (407) 331-8617
 Address: 2 HUDSON CV CSR: Ann Raponi Operator: James Swegheimer
 Entry Date: 7/23/2009 7:14:48AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED ABOUT LOW PRESSURE. PLEASE CHECK OUT & ADVISE CUSTOMER. PAGED OUT TO JOHN M @ 8:03AM/ THANK YOU. Chemicals on lawn- needs water. am
 Due Date: 7/23/2009 12:00:00AM Resolution Date: 7/23/2009 11:00:00AM FA Status: Completed
 Resolution: Called customer informed him of problem at the plant....

Sub Division: 368 MR Route: F4S FA ID: 5040410905
 Account #: 5040410000 Customer Name: KALSTROM, ROBERT Phone #: (407) 332-7195
 Address: 200 TOLLGATE TRL CSR: Ann Raponi Operator:
 Entry Date: 7/28/2009 8:57:51AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED ABOUT BLACK SPECS IN KITCHEN FAUCET ONLY. PLEASE CALL CUSTOMER. AT 407-332-7195. THANK YOU. PAGED OUT TO JIM SWEGHEIMER @ 9:59AM. THANK YOU. AMR
 Due Date: 7/28/2009 12:00:00AM Resolution Date: 7/29/2009 12:00:00AM FA Status: Completed
 Resolution: Spoke with customer and explained to them that the problem was with their lines under the sink... Allen Finch

Sub Division: 368 MR Route: F3Y FA ID: 5099010669
 Account #: 5099010000 Customer Name: WISE, THOMAS G Phone #: (407) 862-7319
 Address: 302 SWEETWATER CLUB CIR CSR: Jacqueline Sillitoe Operator: Matthew Morrell
 Entry Date: 11/19/2009 3:44:48PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER SAYS S/OFF VALVE IS BROKEN AND NEEDS TO BE REPAIRED. TAG DOOR TO ADVISE WHEN THIS IS RESOLVED.
 Due Date: 11/20/2009 12:00:00AM Resolution Date: 11/20/2009 5:00:00PM FA Status: Completed
 Resolution: Valve is o.k. and we can operate it.

Sub Division: 368 MR Route: F4T FA ID: 5122800929
 Account #: 5122800000 Customer Name: MATHIAS, STEPHEN Phone #: (407) 774-8064
 Address: 2080 SPRINGS LANDING BLVD CSR: Isabel Ceballos Operator: John Marinelli
 Entry Date: 4/3/2009 11:04:24AM SO Type: M-SIO Request Type: Sewer Service Line Break

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Instructions: Customer says there's a broken line under sidewalk, coming up on her driveway. Please let customer know if on her side or ours. Paged Jeff P. /IC

Due Date: 4/3/2009 6:00:00PM Resolution Date: 4/3/2009 5:00:00PM FA Status: Completed

Resolution: Replaced 5' of 1 1/2" poly tied in double service..... J. Marinelli

Sub Division: 368 MR Route: F4F FA ID: 5143210043

Account #: 5143210000 Customer Name: KNUCKEY, TOM Phone #: (407) 788-6138

Address: 310 W HORNBEAM DR CSR: Matthew Chandler Operator: Matthew Morrell

Entry Date: 5/6/2009 2:29:54PM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: CUST CALLED IN ABOUT A SEWER LINE BREAK DUE TO ROOTS GROWING THROUGH IT BY THE SIDEWALK .THE PLUMBER HAS SAID THAT IT IS NOT ON HER PROPERTY. PLEASE CHECK OUT. PLEASE SPEAK WITH CUSTOMER. PAGED TO JEFF P.

Due Date: 5/6/2009 6:00:00PM Resolution Date: 5/6/2009 3:30:00PM FA Status: Completed

Resolution: Spoke with customer, explained company policy customer will call back with video tape

Sub Division: 368 MR Route: F4S FA ID: 5165500826

Account #: 5165500000 Customer Name: HOUSE, PAT Phone #: (407) 786-9411

Address: 132 DELLWOOD DR CSR: Isabel Ceballos Operator: Jimmie Hollister

Entry Date: 3/24/2009 2:01:15PM SO Type: M-SIO Request Type: General Investigation

Instructions: A contractor working here said there was a leak here and could not shut off meter valve, or there was no valve. Paged Jeff P. /IC

Due Date: 3/24/2009 6:00:00PM Resolution Date: 3/24/2009 3:50:00PM FA Status: Completed

Resolution: Replaced 3/4" curb stop

Sub Division: 368 MR Route: F5G FA ID: 5199810907

Account #: 5199810000 Customer Name: ROTH, JACK L Phone #: (407) 862-6964

Address: 348 NEEDLES CT CSR: Kimberly Bennett Operator: LeRoy Grainger

Entry Date: 4/27/2009 7:15:50AM SO Type: HIBILL

Instructions: PLEASE OBTAIN READING CUSTCALLED DUE TO POSSIBLE MALFUNCTION OF MTR. PER CUST MTR WAS SPINNING HE TAPPED GLASS MTR STOPPED SPINNING FOR A LITTLE THEN STARTED AGAIN. PLEASE CHECK AND INFORM OFFICE IF MTR WILL NEED CHANGING & IF ADJ NEEDED ON ACCT. KM

Due Date: 4/28/2009 6:00:00PM Resolution Date: 4/28/2009 11:08:00AM FA Status: Completed

Resolution: detected leak on customer side/meter is working but i do recommend changing due to age of meter...talked with customer about all of my findings...lrg.

Sub Division: 368 MR Route: F3Z FA ID: 5235400908

Account #: 5427834139 Customer Name: Brown, Daniel J Phone #: (321) 356-7858

Address: 2140 BLUE IRIS PL CSR: Matthew Chandler Operator: Jimmie Hollister

Entry Date: 6/24/2009 8:31:00AM SO Type: M-SIO Request Type: Water Service Line Break

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Instructions: CUST CALLED IN A LEAK BY THE ROAD ON THE RIGHT SIDE OF THE DRIVEWAY. PAGED TO JEFF P.
 Due Date: 6/24/2009 6:00:00PM Resolution Date: 6/24/2009 1:35:00PM FA Status: Completed
 Resolution: LEAK IS ON THE CUSTOMER'S P.V.C PIPE AFTER METER. TAGGED DOOR WITH INFORMATION. J.H.

Sub Division: 368 MR Route: F4G FA ID: 5241410429
 Account #: 5241410000 Customer Name: WHATLEY, SAMUEL A Phone #: (407) 865-6228
 Address: 309 LONESOME PINE DR CSR: Isabel Ceballos Operator: LeRoy Grainger
 Entry Date: 9/15/2009 2:38:08PM SO Type: M-SIO Request Type: High or Low Pressure in the
 Water

Instructions: Customer says he's been having low pressure for about a week now, it is extreme during irrigation hours.
 Please check.

Due Date: 9/16/2009 6:00:00PM Resolution Date: 9/16/2009 9:55:00AM FA Status: Completed
 Resolution: 55 psi water pressure. Did noticed that customer's house valve was not open all the way. Opened up all the way
 Maybe this was part of problem? lrg.

Sub Division: 368 MR Route: F4S FA ID: 5276410286
 Account #: 1713145418 Customer Name: MOREHOUSE REALTY Phone #: (407) 331-4444
 Address: 141 TOLLGATE TRL CSR: Kimberly Bennett Operator: Mark Leard

Entry Date: 8/4/2009 1:57:43PM SO Type: M-SIO Request Type: General Investigation

Instructions: PER CUST THERE WAS A LEAK IN FRONT OF HOME CURBSTOP WAS REPLACED, PLEASE CHECK
 SAND IS WASHING AWAY AFRAID CURBSTOP WILL GIVE WAY AGAIN. KM

Due Date: 8/5/2009 6:00:00PM Resolution Date: 8/6/2009 8:00:00AM FA Status: Completed
 Resolution: EVERYTHING IS GOOD.....ML

Sub Division: 368 MR Route: F5F FA ID: 5362410919
 Account #: 0516000296 Customer Name: PELLEGRINO, PATRICIA Phone #: (407) 637-2090
 Address: 101 CAMBRIDGE DR CSR: Karen Sasic Operator: LeRoy Grainger

Entry Date: 9/2/2009 8:16:16AM SO Type: M-SIO Request Type: Repair/Replace Meter Box

Instructions: Customer filed FPSC complaint stating that we recently replaced the broken meter lid but "now the meter is
 Buried and cannot be read". Please confirm and comment on whether mtr is readable - to be included in PSC
 response. Thx, KS.

Due Date: 9/3/2009 6:00:00PM Resolution Date: 9/3/2009 11:20:00AM FA Status: Completed
 Resolution: removed a little dirt,very little. Meter is very readable, no problem at all. lrg

Sub Division: 368 MR Route: F5F FA ID: 5362410631
 Account #: 0516000296 Customer Name: PELLEGRINO, PATRICIA Phone #: (407) 637-2090
 Address: 101 CAMBRIDGE DR CSR: Leanne Loeffel Operator: LeRoy Grainger

Entry Date: 7/31/2009 9:47:50AM SO Type: M-SIO Request Type: Repair/Replace Meter Box

Instructions: Customer says lid on meter box lid broken, please repair/replace as necessary. Thanks *Leanne

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 8/3/2009 6:00:00PM Resolution Date: 8/3/2009 12:00:00PM FA Status: Completed

Resolution:

Sub Division: 368 MR Route: F5F FA ID: 5365010585
 Account #: 8293183074 Customer Name: KIMBRIEL, DUANE Phone #: (407) 616-2650
 Address: 301 N FOX CHASE PT CSR: Jacqueline Sillitoe Operator: Jonathan Pennington
 Entry Date: 3/10/2009 12:31:12PM SO Type: M-SIO Request Type: Discolored Water
 Instructions: CUSTOMER SAYS WATER IS BROWN,WAS JUST TURNED ON AFTER DISCONNECTION FOR NP.
 DISP TO JOHN P.JMC 03/10

Due Date: 3/10/2009 12:00:00AM Resolution Date: 3/10/2009 12:00:00AM FA Status: Completed

Resolution: Spoke with customer told her to flush water for a little bit. Told her to contact office if it didn't clear up.
 Customer had water softener that hasn't been serviced in a long time, also had no salt or any kind of filter.

Sub Division: 368 MR Route: F5G FA ID: 5402110322
 Account #: 5402110000 Customer Name: HOLZMAN, DEBORAH Phone #: (407) 862-2383
 Address: 275 TORPOINT GATE RD CSR: Lyn Paulk Operator: Jeff Pinder
 Entry Date: 3/24/2009 9:16:36AM SO Type: M-SIO Request Type: General Investigation
 Instructions: MR. CALLED DUE TO A LEAK IN THE STREET. HE SAID WE HAVE BEEN OUT BEFORE AND HE WAS
 TOLD WE WOULD MONITOR IT. IT IS LEAKING BADLY TODAY. PAGED TO JOHN M. LYN

Due Date: 3/23/2009 6:00:00PM Resolution Date: 3/24/2009 11:00:00AM FA Status: Completed

Resolution: Scheduled for repair on 3/25/09

Sub Division: 368 MR Route: F4S FA ID: 5419210664
 Account #: 5419210000 Customer Name: CASTO, JAMES Phone #: (407) 830-8631
 Address: 105 SWEETBRIAR BR CSR: Lorie Mayeski Operator: Richard Galarza
 Entry Date: 7/9/2009 1:29:20PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT "WATER IS VERY BROWN".PLEASE INVESTIGATE.
 M. 7-9-09 **CALLED OUT TO JOHN MARINELLI @ 2:33 P.M.*

Due Date: 7/9/2009 7:00:00PM Resolution Date: 7/9/2009 10:00:00AM FA Status: Completed

Resolution: flushing hydrant in area - informed to run water it will clear up jm

Sub Division: 368 MR Route: F4S FA ID: 5482500361
 Account #: 5482500000 Customer Name: GARRABRANT, JOHN Phone #: (407) 265-7609
 Address: 173 SHERIDAN AVE CSR: Leanne Loeffel Operator: Jonathan Pennington
 Entry Date: 7/22/2009 1:14:23PM SO Type: M-SIO Request Type: high or Low Pressure in the
 Water

Instructions: customer states for the past few months his water pressure was low but mainly for irrigating, says there is not
 enough pressure to pop up the sprinkler heads, please check the pressure at the meter and tag door with info.

Due Date: 7/23/2009 6:00:00PM Resolution Date: 7/23/2009 12:00:00AM FA Status: Completed

Resolution: 55 to 60 PSI at 12:00 pm. Spoke with customer about problems at the Des Pinar plant. JP

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Sub Division: 368 MR Route: F4G FA ID: 5589410960
 Account #: 9001206871 Customer Name: PAGAN, MILDRED Phone #: (914) 671-4778
 Address: 107 CRESTWOOD DR CSR: Lorie Mayeski Operator: Mark Leard
 Entry Date: 2/5/2009 3:59:29PM SO Type: M-SIO Request Type: Repair/Replace Meter Box
 Instructions: Customer called stated that water is pouring up/out of meter box and running down the street.
 Due Date: 2/5/2009 6:00:00PM Resolution Date: 2/5/2009 5:00:00PM FA Status: Completed
 Resolution: Replaced 3/4" meter coupling on our side of meter....

Sub Division: 368 MR Route: F5F FA ID: 5666310113
 Account #: 1410512394 Customer Name: MCNUTT, ANDY Phone #: (256) 679-7547
 Address: 107 INGRAM CIR CSR: Leanne Loeffel Operator: Jeff Pinder
 Entry Date: 11/3/2009 7:33:02AM SO Type: M-SIO Request Type: General Investigation
 Instructions: master bath toilet is overflowing, customer turned off water and sewer still backing up. Paged to Jeff P.
 Due Date: 11/3/2009 6:00:00PM Resolution Date: 11/3/2009 10:00:00AM FA Status: Completed
 Resolution: Checked up and downstream manholes no problem found. Spoke with customer and advised them of company Policy. and advised them to contact plumber.

Sub Division: 368 MR Route: F4T FA ID: 5681700923
 Account #: 5681700000 Customer Name: BENITEZ, JOSE R Phone #: (407) 786-2497
 Address: 750 MARKHAM WOODS RD CSR: Leanne Loeffel Operator: John Marinelli
 Entry Date: 8/12/2009 2:11:26PM SO Type: M-SIO Request Type: General Investigation
 Instructions: got a call that the meter or line has sprung and water has been flowing and gushing, meter hasn't had any usage in over 6 months, does it need to be replaced? Paged to Jeff. P. Thanks *Leanne
 Due Date: 8/12/2009 6:00:00PM Resolution Date: 8/12/2009 3:30:00PM FA Status: Completed
 Resolution: Replaced 1" curb stop busted by irrigation man...

Sub Division: 368 MR Route: F4G FA ID: 5738700689
 Account #: 5738700000 Customer Name: RYBAK, RONALD Phone #: (407) 788-0831
 Address: 115 OAK LEAF LN CSR: Leanne Loeffel Operator: Matthew Morrell
 Entry Date: 1/12/2009 1:51:00PM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer called with sewer back-up into his home. Paged to Jeff P. Thanks *LML*
 Due Date: 1/13/2009 6:00:00PM Resolution Date: 1/12/2009 3:10:00PM FA Status: Completed
 Resolution: Checked up and down stream manholes. Good flow. Spoke with cust and advised him and that he should call a plumber. Matt.

Sub Division: 368 MR Route: F4T FA ID: 5744310250
 Account #: 8830123755 Customer Name: DUDLEY, ERIC Phone #: (407) 474-4880
 Address: 207 WEEPING ELM LN CSR: Leanne Loeffel Operator: Mark Leard

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Entry Date: 8/12/2009 8:58:27AM SO Type: M-SIO Request Type: General Investigation

Instructions: according to customer, one of "our guys" told her she has a leak, she has a plumber out there who says we have a leak also. Customer needs our leak repaired <if there is one> so she can repair hers <if there is one>. Paged to Jeff

Due Date: 8/12/2009 6:00:00PM Resolution Date: 8/12/2009 2:00:00PM FA Status: Completed

Resolution: We did find a leak on our side of meter not registering on meter... Replaced gasket on our side...

Sub Division: 368 MR Route: F3Z FA ID: 5752510562

Account #: 1151556814 Customer Name: ENGLISH, EVANGELINE Phone #: (510) 672-0997

Address: 1906 LONG POND DR CSR: Ann Raponi Operator: John Marinelli

Entry Date: 7/1/2009 2:15:53PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED THE OFFICE ABOUT BAD TASTE IN WATER- (CHORLINE). PLEASE CHECK OUT.

Due Date: 7/1/2009 12:00:00AM Resolution Date: 7/1/2009 3:00:00PM FA Status: Completed

Resolution: Advised customer to flush his lines due to a problem at the plant

Sub Division: 368 MR Route: F4G FA ID: 5754410957

Account #: 5754410000 Customer Name: BUTCHER, MARIA T Phone #: (407) 869-1636

Address: 302 FOX VALLEY DR CSR: Jacqueline Sillitoe Operator: Matthew Morrell

Entry Date: 7/31/2009 10:39:54AM SO Type: M-SIO Request Type: Repair/Replace Meter Box

Instructions: Customer says meter valve is badly damaged Please tag door to let them know you have repaired. FLT

Due Date: 8/3/2009 12:00:00AM Resolution Date: 8/3/2009 11:00:00AM FA Status: Completed

Resolution: Replaced old curb stop with new one. Notified customer. Matt

Sub Division: 368 MR Route: F4F FA ID: 5792410662

Account #: 5792410000 Customer Name: ROSENBERG, GEORGE Phone #:

Address: 375 CREEKSTONE CT CSR: Matthew Chandler Operator: Jeff Pinder

Entry Date: 9/25/2009 12:00:49PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint

Instructions: CUST CALLED IN WATER COMING OUT OF THE MANHOLE AND HIS TOILETS WON'T DRAIN WHEN FLUSHED. PAGED TO JOHN M.MC

Due Date: 9/25/2009 6:00:00PM Resolution Date: 9/25/2009 2:00:00PM FA Status: Completed

Resolution: F-2 L/S Power outage. Sent Vac Truck out to clean up spill.... Called Progress energy to restore power.

Sub Division: 368 MR Route: F4G FA ID: 5798210544

Account #: 5798210000 Customer Name: CANNON, MARY Phone #: (407) 682-4229

Address: 302 VALLEY DR CSR: Leanne Loeffel Operator: Shawn Ebert

Entry Date: 5/26/2009 3:34:23PM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: customer has sewer backed up into home, checked the manhole cover in front of light post and it is clogged.

Due Date: 5/26/2009 6:00:00PM Resolution Date: 5/26/2009 5:00:00PM FA Status: Completed

Resolution: Checked up and downstream manholes. No problem found. Explained company policy to customer and

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009
advised to call plumber.

Sub Division: 368 MR Route: F5G FA ID: 5840700751
Account #: 5840700000 Customer Name: EMERSON, BRUCE R Phone #: (407) 808-3557
Address: 201 W CUMBERLAND CIR CSR: Elise Christian Operator:
Entry Date: 3/17/2009 1:56:18PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST SENT EMAIL ABOUT TREE ROOTS CUT BY US WITH BACKHOE WHICH HAS CAUSED THE ROOT SYSTEM TO BECOME WEAK.WANTS TREE REMOVED OR PAID TO HAVE IT REMOVED DUE TO DANGER OF TREE FALLING.PLEASE CHECK OUT. SEE JOHN M. (EC)
Due Date: 3/18/2009 6:00:00PM Resolution Date: 3/18/2009 3:00:00PM FA Status: Completed
Resolution: Turned over to Bryan for resolution... Not our responsibility

Sub Division: 368 MR Route: F4G FA ID: 5940400071
Account #: 5940400000 Customer Name: KOHLER, DAVID B Phone #: (407) 869-8292
Address: 958 DEERWOOD LOOP CSR: Jacqueline Sillitoe Operator: Mark Leard
Entry Date: 5/29/2009 8:31:31AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER SAYS WATER BUBBLING UP FROM GROUND - DISP TO FIELD.
Due Date: 5/29/2009 12:00:00AM Resolution Date: 5/29/2009 1:00:00PM FA Status: Completed
Resolution: Repaired 1 1/2" poly leak under the road with a 3" repair clamp

Sub Division: 368 MR Route: F5G FA ID: 5952900664
Account #: 5952900000 Customer Name: GRASSIAN, HARVEY Phone #: (407) 774-0039
Address: 122 SHELLIE CT CSR: Leanne Loeffel Operator: Mark Leard
Entry Date: 2/18/2009 9:11:04AM SO Type: M-SIO Request Type: General Investigation
Instructions: customer called and said ground was soggy in front yard, please check it out. Thanks *LML*
Due Date: 2/19/2009 6:00:00PM Resolution Date: 3/5/2009 8:00:00AM FA Status: Completed
Resolution: Repaired abandon 1" poly line

Sub Division: 368 MR Route: F5F FA ID: 6089410885
Account #: 8376375375 Customer Name: HARDIE, ARTHUR Phone #: (407) 718-3688
Address: 158 HOLDERNESS DR CSR: Lyn Paulk Operator: Jeff Pinder
Entry Date: 1/28/2009 2:48:23PM SO Type: M-SIO Request Type: General Investigation
Instructions: MS. CALLED DUE TO SINKHOLE AT METER. SHE WANTS SOMEONE TO COME CHECK IT OUT. PAGED TO JEFF PINDER. LYN
Due Date: 1/28/2009 6:00:00PM Resolution Date: 1/28/2009 3:30:00PM FA Status: Completed
Resolution: No sinkhole by meter. Slight depression by manhole but no sign of infiltration. Told customer we would keep an eye on it.

Sub Division: 368 MR Route: F4G FA ID: 6201600802

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Account #: 6201600000 Customer Name: JOHNSON, LORELIE V Phone #: (407) 332-6639
 Address: 200 S SWEETWATER COVE BLVD CSR: Matthew Chandler Operator: Jeff Pinder
 Entry Date: 8/31/2009 10:00:01AM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: CUST CALLED IN A CLOGGED SEWER. PLUMBER SAYS IT IS ON OUR SIDE, PAGED TO JEFF P.
 Due Date: 8/31/2009 6:00:00PM Resolution Date: 8/31/2009 11:30:00AM FA Status: Completed
 Resolution: Found our main sewer clogged. Jetted our 6" main and cleared blockage of rags and grease. Also jetted and cleaned customers 4" Line. Customer stated sewer only backed up in 1 shower and no damage to house....

Sub Division: 368 MR Route: F4S FA ID: 6262310412
 Account #: 6262310000 Customer Name: FRIED, ABRAHAM Phone #: (407) 332-8614
 Address: 128 ROSE BRIAR DR CSR: Jacqueline Sillitoe Operator: LeRoy Grainger
 Entry Date: 7/16/2009 8:41:07AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER HAS LOW PRESSURE. DISP TO FIELD.
 Due Date: 7/16/2009 12:00:00AM Resolution Date: 7/16/2009 11:45:00AM FA Status: Completed
 Resolution: water pressure 60psi...good...tagged door with findings..lrg

Sub Division: 368 MR Route: F4T FA ID: 6275310595
 Account #: 6275310000 Customer Name: SPOONER, BENJAMIN W Phone #: (407) 312-0991
 Address: 206 WEEPING ELM LN CSR: Karen Sasic Operator: Jeff Pinder
 Entry Date: 7/13/2009 1:41:54PM SO Type: M-SIO Request Type: Lawn Repair for Water Breaks
 Instructions: CUSTOMER LEFT MSG INDICATING HOLE IN YARD CAUSED BY UI. PAGED TO JOHN M WHO STATED

REPAIRS WERE BEING MADE TODAY. PLEASE DOCUMENT FA WITH COMPLETION. KS

Due Date: 7/13/2009 6:00:00PM Resolution Date: 7/13/2009 3:00:00PM FA Status: Completed
 Resolution: Road repaired this afternoon

Sub Division: 368 MR Route: F5F FA ID: 6302110905
 Account #: 6302110000 Customer Name: CREWS, LYNDA Phone #: (407) 869-1175
 Address: 383 NEWTON PL CSR: Isabel Ceballos Operator: Mickey Shue
 Entry Date: 12/7/2009 3:35:59PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called answering service on 12-5-09 and reported water gushing where her water meter is. /ic
 Due Date: 12/8/2009 6:00:00PM Resolution Date: 12/5/2009 10:00:00AM FA Status: Completed
 Resolution: Leak was in customer line. Left water on for customer....

Sub Division: 368 MR Route: F5G FA ID: 6411200304
 Account #: 5457975697 Customer Name: RODEN, BLAKE Phone #: (407) 222-6940
 Address: 275 CHURCHILL DR CSR: Leanne Loeffel Operator: LeRoy Grainger
 Entry Date: 8/24/2009 7:59:23AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer says there is a wet spot again, it is worse and now and running down her driveway. She also stated that at times it is foamy. Please check it out and tag the door. Thanks *Leanne

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 8/25/2009 6:00:00PM Resolution Date: 8/25/2009 11:00:00AM FA Status: Completed

Resolution: no water leaks in our line....tagged door for customer to call HOA to check there irrigation lines...lrg.

Sub Division: 368 MR Route: F3Z FA ID: 6459500923
Account #: 6459500000 Customer Name: BYRNES, JOHN F Phone #: (407) 539-2000

Address: 1929 CALADIUM PL CSR: Jacqueline Sillitoe Operator:
Entry Date: 2/24/2009 12:34:29PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: CUSTOMER SAYS WATER TASTES BAD AND SMELLS JUST AS BAD. DISP TO JIM S AT THE DES PINAR PLANT. JMC 02/24/2009

Due Date: 2/24/2009 12:00:00AM Resolution Date: 2/24/2009 1:00:00PM FA Status: Completed

Resolution: Customer was calling from a few days ago when there was a problem at the plant CL2 was 1.3. No problems now... Allen Finch

Sub Division: 368 MR Route: F4S FA ID: 6461210571
Account #: 6461210000 Customer Name: BESHRE, URSULA Phone #: (352) 735-5966
Address: 1215 WAVERLY WAY CSR: Leanne Loeffel Operator: Matthew Morrell

Entry Date: 6/10/2009 10:57:14AM SO Type: M-SIO Request Type: General Investigation

Instructions: customer says she has a leak near/at meter, water coming out fast, her yardman shut it off. Please check if it's our or their issue and advise customer. Paged to Jeff P. Thanks *Leanne

Due Date: 6/10/2009 6:00:00PM Resolution Date: 6/10/2009 11:00:00AM FA Status: Completed

Resolution: Customer's PVC. Spoke with customer

Sub Division: 368 MR Route: F4G FA ID: 6469300396
Account #: 6469300000 Customer Name: ROLLINS, DONALD J Phone #: (407) 772-9006
Address: 307 S SWEETWATER BLVD CSR: Lorie Mayeski Operator: Jimmie Hollister

Entry Date: 6/10/2009 11:58:31AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED. PLUMBER WAS OUT TO MAKE REPAIRS ON IRRIGATION LINE..TRIED TO TURN OFF METER..BUT METER VALVE IS FROZEN IN THE ON POSITION. PLEASE LUBRICATE VALVE. THANKS, LORIE M. 6-10-09*CALLED OUT TO J. PINDER @ 12:55 P.M. (WAS ALREADY IN NEIGHBORHOOD

Due Date: 6/10/2009 7:00:00PM Resolution Date: 6/12/2009 8:50:00AM FA Status: Completed

Resolution: REPLACED DOUBLE SERVICE FOR 305 AND 307. J.H.

Sub Division: 368 MR Route: F4F FA ID: 6506800941
Account #: 6875858415 Customer Name: CLIFF WRIGHT Phone #: (407) 788-6700
Address: 490 N PIN OAK PL CSR: Leanne Loeffel Operator: Alex Lorenzo

Entry Date: 4/28/2009 1:57:29PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: got a call about odor in water, specifically unit 118. Occupant in that unit is complaining of low pressure in the shower and all the water smelling like sewer. Paged to John M. Thanks *Leanne

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 4/28/2009 6:00:00PM Resolution Date: 4/29/2009 4:05:00PM FA Status: Completed

Resolution: Spoke with customer's daughter, problem only in master bath... advised customer to flush hot water heater 1 or 2 times a year... CL2 - 1.6

Sub Division: 368 MR Route: F4T FA ID: 6537310932

Account #: 0557766868 Customer Name: GEMELLI, KRIS Phone #: (912) 596-0758

Address: 131 RED CEDAR DR CSR: Lorie Mayeski Operator:

Entry Date: 6/2/2009 10:21:17AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED CLAIMS THAT HER RECENT PLUMBING PROBLEMS WERE OUR FAULT. PLEASE INVESTIGATE AND LEAVE THOROUGH NOTES FOR FILE. CUSTOMER WILL BE COMING TO OFFICE TO REQUEST RE-IMBURSEMENT FOR PLUMBING BILLS. LORIE M. 6-2-09

Due Date: 6/2/2009 7:00:00PM Resolution Date: 6/1/2009 7:00:00PM FA Status: Completed

Resolution: Customer had an improper connection of their 4" line into our 6" wye due to the fact that the 4" connection had been possibly damaged by contractor during construction. Bell was busted Removed clay wye and replaced with PVC. Also customer's line wasn't sealed

Sub Division: 368 MR Route: F5F FA ID: 6620300237

Account #: 6620300000 Customer Name: FIRST BAPTIST CHURCH Phone #: (407) 862-3893

Address: 3800 WEKIVA SPRINGS RD CSR: Lorie Mayeski Operator: Jeff Pinder

Entry Date: 5/7/2009 7:07:17AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED "THAT THERE IS A MAJOR LEAK SPOUTING FROM THE FRONT "GREEN LINES/PIPING" PLEASE INVESTIGATE. THANKS, LORIE M. 5-7-09 CALLED OUT TO JEFF PINDER @ 8:07 A.M.*

Due Date: 5/7/2009 7:00:00PM Resolution Date: 5/7/2009 10:00:00AM FA Status: Completed

Resolution: Leak on customer's side... at back flow and past meter... Informed customer it was there responsibility

Sub Division: 368 MR Route: F4S FA ID: 6647200935

Account #: 6647200000 Customer Name: MERRITT, GAREY Phone #: (407) 830-0448

Address: 161 STONEY RIDGE DR CSR: Lorie Mayeski Operator: James Swegheimer

Entry Date: 7/16/2009 3:44:39PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: CUSTOMER CALLED STATED HAVING LOW WATER PRESSURE THIS WEEK. PLEASE INVESTIGATE THANKS. LORIE M. 7-16-09*CALLED OUT TO TOM KEYS @ 4:30 P.M. ***COULD NOT REACH ON CALL PERSON**

Due Date: 7/16/2009 6:00:00PM Resolution Date: 7/17/2009 8:00:00AM FA Status: Completed

Resolution: Checked Pressure 62 psi. Hung tag informing customer

Sub Division: 368 MR Route: F5G FA ID: 6670600111

Account #: 6670600000 Customer Name: ROBERTS, NORMAN G Phone #: (407) 862-1361

Address: 205 W BERKSHIRE CIR CSR: Ferrellyn Trovinger Operator: LeRoy Grainger

Entry Date: 4/14/2009 11:27:31AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer called complaining that the water pressure has decreased over the past couple of months. Drops and stops completely sometimes. Please check out and tag doo with results. Thanks, FLT

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 4/15/2009 6:00:00PM Resolution Date: 4/15/2009 12:07:00PM FA Status: Completed

Resolution: water pressure good at house bib/tagged door for customer to check his water softener if he has one ...lrg.

Sub Division: 368 MR Route: F3Y FA ID: 6703020127
 Account #: 7204273916 Customer Name: Hillock, Jonathan Phone #: (407) 788-5104
 Address: 1408 VIVALDI PL CSR: Matthew Chandler Operator: Jeff Pinder
 Entry Date: 5/12/2009 1:30:58PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint
 Instructions: CUST STATES THAT WE DIDN'T MOVE HIS SEWER CLEAN OUTS OUT OF THE SIDEWALK AREA. WE MOVED 1441 VIVALDI PL SEWER CLEAN OUTS. PAGED TO JEFF P.

Due Date: 5/13/2009 6:00:00PM Resolution Date: 5/21/2009 8:00:00AM FA Status: Completed
 Resolution: Sewer line movement isn't a major priority right now. Field is shorthanded. Movement has been scheduled by Field at our earliest convenience but doesn't take priority over breaks. J. Pinder

Sub Division: 368 MR Route: F5G FA ID: 6759700011
 Account #: 7776431214 Customer Name: DIXON, CARMELLA Phone #: (407) 968-1493

Address: 108 E CUMBERLAND CIR CSR: Jacqueline Sillitoe Operator: Mark Leard
 Entry Date: 5/11/2009 12:58:54PM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLUMBER FROM IRRIG CO SAID OUR METER IS BLOCKED CAUSING LOWER PRESSURE TO THE CUSTOMER'S IRRIG TO NOT WORK PROPERLY AND FOR THIS TIME SHE HAD TO RUN WATER LONGER THAN NORMAL ON LAWN TO GET ENOUGH COVERAGE. JMC 05/11

Due Date: 5/12/2009 12:00:00AM Resolution Date: 5/11/2009 10:55:00AM FA Status: Completed
 Resolution: METER IS GOOD HOUSE HAS 50 P.S.I AND 13 G.P.M TALKED TO CUSTOMERML

Sub Division: 368 MR Route: F5F FA ID: 6820800565
 Account #: 6820800000 Customer Name: GUYOT, ALLEN Phone #: (407) 782-0196
 Address: 1201 DUNCAN CT CSR: Matthew Chandler Operator: Jeff Pinder
 Entry Date: 10/20/2009 9:41:11AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST CALLED IN A LEAK AT THE MTR AT HIS ADDRESS. PAGED TO JEFF P. THANKS. MC

Due Date: 10/20/2009 6:00:00PM Resolution Date: 10/21/2009 10:00:00AM FA Status: Completed
 Resolution: work done, valve is still leaking, please repair, paged to Jeff. LML Replaced 1" curb stop.

Sub Division: 368 MR Route: F5G FA ID: 6886110326
 Account #: 9183644574 Customer Name: CLARK, JEFF Phone #: (407) 319-9887
 Address: 233 PORTSMOUTH CV CSR: Kimberly Bennett Operator: Richard Galarza
 Entry Date: 8/3/2009 2:13:34PM SO Type: M-SIO Request Type: General Investigation
 Instructions: PER CUST SHE CALLED AFTER HOURS DUE TO LEAK AT METER - PAGED TO PINDER @ 3:13PM. KM
 Due Date: 8/3/2009 6:00:00PM Resolution Date: 8/3/2009 4:00:00PM FA Status: Completed
 Resolution: Leak was at neighbors meter in neighbor's line... Spoke with neighbor and informed them to contact a plumber

Sub Division: 368 MR Route: F5G FA ID: 6986900748

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Account #: 8766902300 Customer Name: Jusino, Phillip Phone #: (407) 670-5701
 Address: 336 FOREST PARK CIR CSR: Lorie Mayeski Operator: Jimmie Hollister
 Entry Date: 7/1/2009 4:02:32PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED THAT THERE IS A WATER LEAK AT METER VALVE. PLEASE INVESTIGATE.
 Due Date: 7/2/2009 7:00:00PM Resolution Date: 7/2/2009 10:00:00AM FA Status: Completed
 Resolution: CURB STOP NOT LEAKING AT THIS TIME. TAGGED DOOR FOR THEM TO PUT IN A SHUT OFF VALVE BY METER. J.H.

Sub Division: 368 MR Route: F4S FA ID: 6997310712
 Account #: 6997310000 Customer Name: GONZALEZ, VINCENTE C Phone #: (407) 339-6912
 Address: 97 SWEETBRIAR BR CSR: Matthew Chandler Operator: Mark Leard
 Entry Date: 4/23/2009 2:47:09PM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A WATER LINE BREAK IN FRONT OF HIS HOUSE. PAGED TO JEFF P
 Due Date: 4/23/2009 6:00:00PM Resolution Date: 4/24/2009 8:00:00AM FA Status: Completed

Resolution: Checked area, No leak found... J. Pinder spoke with customer

Sub Division: 368 MR Route: F4S FA ID: 7017410363
 Account #: 7017410000 Customer Name: KARLESKINT, DONNA Phone #: (407) 339-2572
 Address: 133 WEATHERVANE WAY CSR: Matthew Chandler Operator: Matthew Morrell
 Entry Date: 12/23/2009 2:49:55PM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A PIPE LEAKING BETWEEN THE STREET AND THE GUTTER, PAGED TO JOHN M. MC
 Due Date: 12/23/2009 6:00:00PM Resolution Date: 12/24/2009 9:00:00AM FA Status: Completed
 Resolution: replaced 2' section of 1" poly from curb stop- repaved the road (crew)

Sub Division: 368 MR Route: F3Z FA ID: 7019000643
 Account #: 8019000000 Customer Name: WAVE CORPORATION Phone #: (407) 585-0250
 Address: 1250 COMMERCE PARK DR #100 / IRRIG CSR: Leanne Loeffel Operator: Jeff Pinder
 Entry Date: 2/17/2009 9:38:58AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer called stating there is a big white pipe in their grassy area that is spewing water.
 Due Date: 2/17/2009 6:00:00PM Resolution Date: 2/17/2009 11:00:00AM FA Status: Completed
 Resolution: Leak was in customer's backflow... Spoke with customer and they will arrange repair...
 J. Pinder

Sub Division: 368 MR Route: F4G FA ID: 7057100575
 Account #: 2458090054 Customer Name: BRUCE MORSE INSURANCE AGENCY INC. Phone #: (407) 869-4200
 Address: 1000 Wekiva Springs Rd CSR: Leanne Loeffel Operator: Mark Leard
 Entry Date: 1/30/2009 8:10:50AM SO Type: M-SIO Request Type: High or Low Pressure in the
 Water

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Instructions: customer called about real low pressure, trouble flushing toilet. Paged to Jeff P. Thanks *LML*

Due Date: 1/30/2009 6:00:00PM Resolution Date: 1/30/2009 11:00:00AM FA Status: Completed

Resolution: Contractor was working on irrigation system....

Sub Division: 368 MR Route: F4G FA ID: 7057100782
 Account #: 2458090054 Customer Name: BRUCE MORSE INSURANCE AGENCY INC. Phone #: (407) 869-4200
 Address: 1000 Wekiva Springs Rd CSR: Lorie Mayeski Operator: Jeff Pinder
 Entry Date: 6/2/2009 9:15:56AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT WATER IS LEAKING OUT OF METER. PLEASE INVESTIGATE. THANKS, LORIE M. 6-2-09**CALLED OUT TO JOHN MARINELLI @ 10:15 A.M.*
 Due Date: 6/2/2009 7:00:00PM Resolution Date: 6/2/2009 10:00:00AM FA Status: Completed
 Resolution: No leak at meter leak was in customer's line and they will make repair

Sub Division: 368 MR Route: F5F FA ID: 7089710994
 Account #: 7089710000 Customer Name: LAUGHNER, DARLANE Phone #: (407) 772-0894
 Address: 301 PICKERING CT CSR: Lorie Mayeski Operator: Mark Leard
 Entry Date: 1/28/2009 10:59:30AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called tremendous leak at meter. Please investigate. Thanks, Lorie M. 1-28-09
 Due Date: 1/28/2009 7:00:00PM Resolution Date: 1/28/2009 12:00:00PM FA Status: Completed
 Resolution: Replaced 2' of 1" poly and 1" curb stop to meter... Leak was in our line....
 J. Pinder, M. Leard, M. Morrell

Sub Division: 368 MR Route: F5F FA ID: 7102010791
 Account #: 7102010000 Customer Name: NGUYEN, TUAN Phone #: (407) 389-1106
 Address: 673 HUNT CLUB BLVD CSR: Kimberly Bennett Operator: Jonathan Pennington
 Entry Date: 2/19/2009 7:47:24AM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: 2/12/09 CUSTOMER CALLED ANSWERING SERVICE DUE TO SEWER CLOGGED IN CENTER 3 DIFFERENT SHOPS HAVE SAME PROBLEM. KM
 Due Date: 2/20/2009 6:00:00PM Resolution Date: 2/12/2009 6:30:00PM FA Status: Completed
 Resolution: Found clogged sewer line due to Italian restaurant grease trap... Cleared line.....

Sub Division: 368 MR Route: F4G FA ID: 7129410692
 Account #: 7129410000 Customer Name: DUSCH, FRANK A Phone #: (407) 949-9759
 Address: 108 VALLEY CIR CSR: Leanne Loeffel Operator: Mark Leard
 Entry Date: 2/16/2009 7:23:20AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: customer states lower pressure than usual and would like it checked out, please tag door for customer, Paged to Jeff P. Thanks *LML*

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 2/16/2009 6:00:00PM Resolution Date: 2/16/2009 9:00:00AM FA Status: Completed

Resolution: TALKED TO CUSTOMER TOLD HIM PSI IS AT 50 AND METER IS GOOD NO LEAKS.ML

Sub Division: 368 MR Route: F4S FA ID: 7163400739
 Account #: 7163400000 Customer Name: ROYSTON, SYLVIA Phone #: (407) 767-5322
 Address: 137 FOXRIDGE RUN CSR: Jacqueline Sillitoe Operator: Jeff Pinder
 Entry Date: 4/7/2009 8:36:14AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint
 Instructions: CUSTOMER SAYS NEIGHBOR'S SEWER WAS BACKING UP LAST NIGHT AND NOW THIS MORNING SO IS HERS...

Due Date: 4/7/2009 12:00:00AM Resolution Date: 4/7/2009 10:00:00AM FA Status: Completed

Resolution: Checked up and down stream manholes... No Problem... Spoke with customer and advised them to get a plumber out to clear there line, install an access point and we will come back and camera when they call.

Sub Division: 368 MR Route: F5G FA ID: 7227110318
 Account #: 8451800896 Customer Name: RODRIGUEZ, HENRY Phone #: (407) 234-5124

Address: 3985 LANCASHIRE LN CSR: Lorie Mayeski Operator: Jonathan Pennington

Entry Date: 10/20/2009 11:05:39AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT THERE IS A LEAK AT THE METER. PLEASE INVESTIGATE. THANKS, LORIE M. 10-20-09 *CALLED OUT TO JOHN MARINELLI @ 12:05 P.M.*

Due Date: 10/20/2009 6:00:00PM Resolution Date: 10/21/2009 12:00:00AM FA Status: Completed

Resolution: LEAK ON CUSTOMER'S SIDE.SPOKE WITH CUSTOMER.J.P.

Sub Division: 368 MR Route: F5F FA ID: 7327700897
 Account #: 7327700000 Customer Name: BOWMAN, HOWARD L Phone #: (407) 869-4152

Address: 1106 CAMBRIDGE CT CSR: Leanne Loeffel Operator: Mark Leard

Entry Date: 5/15/2009 1:40:27PM SO Type: M-SIO Request Type: General Investigation

Instructions: customer called and stated water was bubbling and puddling out at the meter. Paged to Jeff P. Thanks *Leanne

Due Date: 5/15/2009 6:00:00PM Resolution Date: 5/15/2009 3:00:00PM FA Status: Completed

Resolution: LEAK ON CUSTOMERS SIDE...ML

Sub Division: 368 MR Route: F5F FA ID: 7327700313
 Account #: 7327700000 Customer Name: BOWMAN, HOWARD L Phone #: (407) 869-4152

Address: 1106 CAMBRIDGE CT CSR: Matthew Chandler Operator: Matthew Morrell

Entry Date: 4/20/2009 9:55:27AM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: CUST CALLED IN A SEWER BACK UP. A PLUMBER RAN A CAMERA AND SAYS IT IS ON OUR SIDE. PAGED TO JEFF P

Due Date: 4/20/2009 6:00:00PM Resolution Date: 4/20/2009 2:00:00PM FA Status: Completed

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Resolution: Replaced 5' of clay sewer line due to power cable through pipe... Advised customer problem was not do to our negligence and to contact power company...

Sub Division: 368 MR Route: F4F FA ID: 7582210018
 Account #: 7582210000 Customer Name: TORINA, JOSEPH Phone #: (407) 682-1230
 Address: 202 E HORNBEAM DR CSR: Lyn Paulk Operator: Jeff Pinder
 Entry Date: 2/6/2009 8:45:07AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED THE ANSWERING SERVICE ON 2/6/09 TO REPORT A WATER MAIN BREAK IN FRONT OF THEIR HOUSE. NO WATER IN HOUSE. PLEASE PROVIDE RESOLUTION. THANK YOU...LYN
 Due Date: 2/6/2009 6:00:00PM Resolution Date: 2/6/2009 3:30:00AM FA Status: Completed
 Resolution: 1" poly line completely separated... Replaced 4' of 1" poly...

Sub Division: 368 MR Route: F4S FA ID: 7647510763
 Account #: 5824433965 Customer Name: REUS, JAVIER Phone #: (505) 975-5102
 Address: 1312 N MARCY DR CSR: Leanne Loeffel Operator: James Swegheimer
 Entry Date: 8/10/2009 2:46:29PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: customer states that for the past week, low water pressure for all activities, washing, hose, bathing. Paged to Jeff P. Thanks ~Leanne
 Due Date: 8/10/2009 6:00:00PM Resolution Date: 8/12/2009 10:00:00AM FA Status: Completed
 Resolution: Plant operator called customer and explained problems and advised customer to call back if they had any more problems....

Sub Division: 368 MR Route: F4G FA ID: 7650200595
 Account #: 0053774716 Customer Name: Howard, Jason Phone #: (321) 689-5539
 Address: 102 HICKORY DR CSR: Kimberly Bennett Operator: Matthew Morrell
 Entry Date: 12/28/2009 3:46:55PM SO Type: M-SIO Request Type: General Investigation
 Instructions: 12/28/09 CUST CALLED DUE TO LEAK AT METER @ CONNECTION GOING TO HOME. CUST CALLED EARLIER DUE TO LEAK AT METER. PAGED TO SCOTT L. KM
 Due Date: 12/28/2009 6:00:00PM Resolution Date: 12/28/2009 12:00:00AM FA Status: Completed
 Resolution: bottom plate leaking - changed out meter changed out meter

Sub Division: 368 MR Route: F3Z FA ID: 7811400960
 Account #: 7811400000 Customer Name: QUINN, ALAN Phone #: (407) 771-4089
 Address: 2139 DEER HOLLOW CIR CSR: Lorie Mayeski Operator: Richard Galarza
 Entry Date: 1/27/2009 10:38:47AM SO Type: M-SIO Request Type: Repair/Replace Meter Box
 Instructions: CUSTOMER CALLED STATED THAT WATER IS BUBBLING UP/OUT OF METER BOX. 1-27-09 LORIE M.
 Due Date: 1/27/2009 7:00:00PM Resolution Date: 1/27/2009 11:00:00AM FA Status: Completed
 Resolution: Found Ground water only!!!!!!

Sub Division: 368 MR Route: F4F FA ID: 7912300342

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Account #: 4258554498 Customer Name: PTASHINSKY, SUSAN Phone #: (610) 349-4348
 Address: 476 SUGAR RIDGE CT CSR: Elise Christian Operator: Richard Galarza
 Entry Date: 7/30/2009 1:22:17PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST CALLED TO SAY WATER IS RUNNING OUT OF THE METER. PLEASE CHECK AND INFORM CUST OR REPAIR AS NECESSARY. PAGED TO JOHN M (EC)
 Due Date: 7/30/2009 12:00:00AM Resolution Date: 7/31/2009 12:00:00AM FA Status: Completed
 Resolution: double service line leaking. Told customer repairs would be done next working day.r.g.

Sub Division: 368 MR Route: F5G FA ID: 7965900271
 Account #: 7965900000 Customer Name: CROWTHER JR, G M Phone #: (407) 869-9069
 Address: 409 FOREST PARK CIR CSR: Isabel Ceballos Operator: Thomas Keys
 Entry Date: 9/14/2009 11:31:46AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says her water is high in phosphates, 500 parts per million. Please take water sample. Call 407-947-1332 Cell# prior to coming. /IC
 Due Date: 9/15/2009 6:00:00PM Resolution Date: 9/15/2009 11:00:00AM FA Status: Completed
 Resolution: Tested PO4 @ 1.4 ppm. Explained to customer we add poly phosphate for corrosion control but that water is safe to drink. Advised customer to install filter for pool that will remove phosphorus

Sub Division: 368 MR Route: F4T FA ID: 7966400624
 Account #: 7966400000 Customer Name: BERRY, SHAWN Phone #: (407) 949-7602
 Address: 120 SPRINGSIDE CT CSR: Jacqueline Sillitoe Operator: LeRoy Grainger
 Entry Date: 10/23/2009 12:53:49PM SO Type: M-SIO Request Type: General Investigation
 Instructions: WATER PRESSURE UP AND DOWN CUSTOMER SAYS SINCE WATER WAS TURNED BACK ON FOR NP PREV. DISP TO JP.
 Due Date: 10/23/2009 12:00:00AM Resolution Date: 10/26/2009 8:40:00AM FA Status: Completed
 Resolution: water pressure 70psi...talked with customer about findings...lrg.

Sub Division: 368 MR Route: F4T FA ID: 8035510544
 Account #: 8035510000 Customer Name: WEINMAN, BRENT H Phone #: (407) 788-1578
 Address: 312 SPRING RUN CIR CSR: Lorie Mayeski Operator: John Marinelli
 Entry Date: 12/23/2009 12:09:24PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED**PLEASE CHECK OUT LEAK @ STREET NEXT TO HIS MAILBOX MARKED 312. CALL CUST.AT (407) -788-1578. HE ALSO STATED THAT HIS METER COTINUALLY RUNNING. ALSO, CONCERNED ABOUT POSSIBLE LEAK AT METER APPROX. 6" (CROSS CONN?) J.MARINELLI@1:10PM
 Due Date: 12/23/2009 6:00:00PM Resolution Date: 12/23/2009 3:00:00PM FA Status: Completed
 Resolution: spoke with the customer & showed him were his leak was on his irrigation

Sub Division: 368 MR Route: F4F FA ID: 8093410805
 Account #: 7520667937 Customer Name: KING, RYAN Phone #: (407) 462-4775
 Address: 528 WINDING CREEK PL CSR: Lorie Mayeski Operator: LeRoy Grainger
 Entry Date: 1/21/2009 7:13:19AM SO Type: M-SIO Request Type: General Investigation

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Instructions: customer called stated that there is no water running into home. Checked house valve. Please investigate.

Due Date: 1/21/2009 6:00:00PM Resolution Date: 1/21/2009 9:00:00AM FA Status: Completed

Resolution: Water was on at meter, possible frozen pipe due to weather.....

Sub Division: 368 MR Route: F4S FA ID: 8120500593
 Account #: 8120500000 Customer Name: BALL, PATRICIA Phone #: (407) 831-4349
 Address: 209 SLADE DR CSR: Jacqueline Sillitoe Operator: Jimmie Hollister
 Entry Date: 5/14/2009 7:09:36AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: CHLORINE HIGH IN WATER PER CUSTOMER. DISP TO JIM S AT PLANT. JMC CELL 407 921-5892.

Due Date: 5/14/2009 12:00:00AM Resolution Date: 5/15/2009 2:00:00PM FA Status: Completed

Resolution: CL2 was a 2.5 Spoke with customer and explained the problem we are having at the plant

Sub Division: 368 MR Route: F4G FA ID: 8151310926
 Account #: 7924900446 Customer Name: DE LA OSA, JORGE Phone #: (407) 862-1330

Address: 304 S SWEETWATER BLVD CSR: Isabel Ceballos Operator: Mark Leard

Entry Date: 9/17/2009 8:23:08AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer says she would like to have water pressure tested. She states Sprinkler Company told her she does not get adequate pressure due to the size of her meter. Please check out.

Due Date: 9/18/2009 6:00:00PM Resolution Date: 9/18/2009 2:30:00PM FA Status: Completed

Resolution: 62 psi @ house & 8 gpm @ hose bib. 66 psi @ meter & 19 gpm. 5/8" meter, no problem found. Spoke with customer & advised her of findings. Advised customer to request a 1" Irrigation meter.

Sub Division: 368 MR Route: F4G FA ID: 8240600011
 Account #: 8240600000 Customer Name: BLACKMON, JOEL Phone #:
 Address: 604 SMOKERISE BLVD CSR: Jacqueline Sillitoe Operator: Richard Galarza
 Entry Date: 5/11/2009 2:20:33PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED AFTER HOURS 05/10 REGARDING NO WATER PRESSURE. DISP TO ON CALL.

Due Date: 5/12/2009 12:00:00AM Resolution Date: 5/12/2009 12:00:00AM FA Status: Completed

Resolution: customer called for emergency turn off. I cllled jeff pinder he would do turn off,so i could do a sewer backup call in Oviedo.r.g.

Sub Division: 368 MR Route: F5F FA ID: 8291800656
 Account #: 8291800000 Customer Name: SMITH, AMY Phone #: (407) 832-8671
 Address: 261 COBLE DR CSR: Ann Raponi Operator: Mark Leard
 Entry Date: 6/16/2009 3:22:40PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CAME IN OFFICE- THERE WAS SOME WORK DONE AT METER? CUSTOMER IS COMPLAINING ABOUT THE SOD THAT WAS LEFT DESTROYED & HER MAIL BOX NEEDS TO BE STRAIGHTEN OUT. PAGED OUT TO JOHN M. THANK YOU. AMR

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Due Date: 6/16/2009 12:00:00AM Resolution Date: 6/17/2009 3:30:00PM FA Status: Completed

Resolution: TAGGED DOOR THAT THE SOD THAT'S BAD IS NOT DUE TO US. ALL WORK THAT WE DID WAS INSIDE OF METER BOX WHEN WE CHANGED OUT METER.....ML

Sub Division: 368 MR Route: F3Y FA ID: 8316810334
 Account #: 8316810000 Customer Name: BROADDUS, RAYMOND Phone #: (407) 967-8338
 Address: 2801 CITRON DR CSR: Lorie Mayeski Operator: Alex Lorenzo
 Entry Date: 6/18/2009 1:09:48PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED CONCERNED ABOUT EXTREMELY HIGH CHLORINE SMELL IN WATER. PLEASE INVESTIGATE. PLEASE CALL CUSTOMER MR. BROADDUS... (407)-967-8338**GIVEN TO JIM SWEIGHEIMER @ 2:09 P.M.

Due Date: 6/18/2009 7:00:00PM Resolution Date: 6/18/2009 2:30:00PM FA Status: Completed

Resolution: Called customer, Plant residual was 3.02. Lowered Bleach pumps to 42 & 44.

Sub Division: 368 MR Route: F3Y FA ID: 8316810441
 Account #: 8316810000 Customer Name: BROADDUS, RAYMOND Phone #: (407) 967-8338

Address: 2801 CITRON DR CSR: Kathy Sillitoe Operator: Alex Lorenzo
 Entry Date: 6/22/2009 9:39:46AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer complained of high CL2. Please test CL2 and tag customer's house with results and resolution. Customer also had high CL2 on 6/18/2009. KAS

Due Date: 6/22/2009 12:00:00AM Resolution Date: 6/18/2009 3:00:00PM FA Status: Completed

Resolution: Spoke with customer, Plant residual was at 3.02 Lowered bleach pumps and purged air from both pumps....

Sub Division: 368 MR Route: F4F FA ID: 8401410124
 Account #: 8401410000 Customer Name: PIGOZZI, WILLIAM Phone #: (407) 682-2507

Address: 388 CYPRESS LANDING DR CSR: Matthew Chandler Operator: Alex Lorenzo

Entry Date: 3/4/2009 12:31:31PM SO Type: M-SIO Request Type: Mineral Amount in Water

Instructions: CUST HAS A LARGE WHITE MINERAL DEPOSIT FORMING IN HER WATER LINES. IT IS CLOGGING UP THERE HOME LINES. PLEASE CHK OUT. SPEAK WITH CUST. PAGED AND FAXED TO TOM KEYS.

Due Date: 3/4/2009 6:00:00PM Resolution Date: 3/6/2009 2:10:00PM FA Status: Completed

Resolution: CL2 residual 1.2...Showed customer how to flush hot water heater... Flushed Hydrant in area for 5 min...

Sub Division: 368 MR Route: F3Y FA ID:8722210793
 Account #: 2474220633 Customer Name: KWOK, HELEN Phone #: (941) 914-2158

Address: 1041 SWEETWATER CLUB BLVD CSR: Loretta Abbott Operator: Matthew Morrell

Entry Date: 8/13/2009 3:12:28PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST. SAYS THAT HAVE DIRTY WATER - CAN EXPECIALLY NOTICE IT IN THE COMMODE BOWL. PLEASE CK.FOR A PROBLEM AND TAG THE DOOR. THANKS, leabbott

Due Date: 8/14/2009 12:00:00AM Resolution Date: 8/13/2009 4:00:00PM FA Status: Completed

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Resolution: Water dirty due to lock off... advised customer to flush

Sub Division: 368 MR Route: F3Y FA ID: 8722210289
 Account #: 2474220633 Customer Name: KWOK, HELEN Phone #: (941) 914-2158
 Address: 1041 SWEETWATER CLUB BLVD CSR: Matthew Chandler Operator: Mark Leard
 Entry Date: 8/14/2009 9:00:08AM SO Type: M-SIO Request Type: No Water
 Instructions: CUST CALLED IN WITH NO WATER, PAGE TO JEFF P.
 Due Date: 8/14/2009 6:00:00PM Resolution Date: 8/14/2009 11:00:00AM FA Status: Completed
 Resolution: Replaced 1 1/2" gate valve with new 1 1/2" Curb stop...

Sub Division: 368 MR Route: F4S FA ID: 8725510488
 Account #: 8725510000 Customer Name: BASSIN, CHARLES Phone #: (407) 339-6122
 Address: 515 DEVONSHIRE BLVD CSR: Loretta Abbott Operator: LeRoy Grainger
 Entry Date: 7/20/2009 8:20:00AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST.CALLED RE: VERY LOW PRESSURE ALL LAST WK (EARLY MORNS GONE DURING DAY) & ALL WEEKEND. THERE WILL BE TIMES PRESSURE IS HIGH THEN LOW.HE CKD.THE OUTSIDE HOSE EVEN, TO BE SURE IT WAS NOT ON & CAUSING THE PROBLEM.TAG DOOR. PH#407-339-6122.
 Due Date: 7/20/2009 10:00:00AM Resolution Date: 7/20/2009 11:30:00AM FA Status: Completed
 Resolution: water pressure good at 60psi...tagged door with findings and to call operator if any more problems occur...

Sub Division: 368 MR Route: F3Z FA ID: 8805600277
 Account #: 8805600000 Customer Name: GALLIMORE, KENNEDY Phone #: (407) 927-1936
 Address: 1321 MYRTLE DR CSR: Ferrellyn Trovinger Operator: LeRoy Grainger
 Entry Date: 7/6/2009 12:30:41PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: Customer called complaining of low pressure. Please check out and tag door with findings, Thanks, FLT
 Due Date: 7/7/2009 6:00:00PM Resolution Date: 7/7/2009 7:55:00AM FA Status: Completed
 Resolution: water pressure is 70psi....which is great....tagged door with findings and for customer to check water softener if he has one ...lrg.

Sub Division: 368 MR Route: F4S FA ID: 9005300870
 Account #: 1895016817 Customer Name: BARANIAK, GREGORY Phone #: (407) 310-6161
 Address: 101 LISAR LN CSR: Jacqueline Sillitoe Operator: Richard Galarza
 Entry Date: 9/28/2009 12:15:03PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: VERY LOW WATER PRESSURE PER CUSTOMER. PLEASE CHECK. DISP TO FIELD.
 Due Date: 9/28/2009 12:00:00AM Resolution Date: 9/28/2009 3:30:00PM FA Status: Completed
 Resolution: 65 psi @ house... hung tag informing customer

Sub Division: 368 MR Route: F5F FA ID: 9041610142
 Account #: 6845939215 Customer Name: HERRARA, MALAQUIAS Phone #: (407) 276-1602

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Address: 277 CAMBRIDGE DR CSR: Loretta Abbott Operator: Alex Lorenzo
 Entry Date: 5/12/2009 1:03:47PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST. HAS TWO (2) CONCERNS: ONE IS THE ODOR OF THE WATER, ESPECIALLY AT THE SINK AND 4 OR 5 TIMES IN THE LAST 2 MONTHS THE PRESSURE HAS BEEN VERY LOW.PLEASE TAG THE DOOR W/WHAT YOU FIND.THANKS, TOLD HER TO CALL C/S THE NEXT TIME PRESSURE IS LOW.THANKS,
 Due Date: 5/13/2009 12:00:00AM Resolution Date: 5/20/2009 12:00:00PM FA Status: Completed
 Resolution: Spoke with customer. Hot water heater has not been flushed in 3 years. Showed customer how to flush heater but petcock was clogged, informed customer to contact a plumber.

Sub Division: 368 MR Route: F5G FA ID: 9218110513
 Account #: 9687673956 Customer Name: COLDWELL BANKER-GREGG HADE Phone #: (407) 571-4455
 Address: 134 DURHAM PL CSR: Jacqueline Sillitoe Operator: Jeff Pinder
 Entry Date: 10/14/2009 7:46:42AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER SAYS HIS PRESSURE IS OFF AND ON AGAIN. DISP TO FIELD.
 Due Date: 10/14/2009 12:00:00AM Resolution Date: 10/19/2009 10:00:00AM FA Status: Completed
 Resolution: Pressure @ house was 52psi. Spoke with customer. Problem is in one shower only and in kitchen. The rest of the house was fine. Explained to customer it is an internal problem that if it was from us the whole house would be affected

Sub Division: 368 MR Route: F4S FA ID: 9249400779
 Account #: 9249400000 Customer Name: FOX, MARY A Phone #: (407) 628-0101
 Address: 142 EASTERN FORK CSR: Lyn Paulk Operator: Jimmie Hollister
 Entry Date: 2/2/2009 2:30:52PM SO Type: M-SIO Request Type: General Investigation
 Instructions: MS. CALLED DUE TO A CLOGGED LINE. SHE SAID WHEN SHE FLUSHES THE TOILET IT BACKS UP INTO THE SHOWER AND OVERFLOWS. PLEASE CHECK OUR LINE AND TAG DOOR ADVISING THE CUSTOMER.
 Due Date: 2/2/2009 6:00:00PM Resolution Date: 2/3/2009 7:50:00AM FA Status: Completed
 Resolution: Half of customer's house flows o.k. she has a backup in her line. Her cleanout was not holding water. And I checked our downstream line. Utilities line is o.k. I spoke with her and informed to call a plumber. J.H.

Sub Division: 368 MR Route: F5F FA ID: 9333600369
 Account #: 6993675032 Customer Name: RIGGS, DAVID Phone #: (321) 356-7053
 Address: 202 ALBRIGHTON CT CSR: Jacqueline Sillitoe Operator: Mark Leard
 Entry Date: 2/17/2009 7:34:04AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: LOW WATER PRESSURE. DISP TO JM
 Due Date: 2/17/2009 12:00:00AM Resolution Date: 2/17/2009 8:11:00AM FA Status: Completed
 Resolution: NO LEAKS FOUND METER IS AND PRESSURE IS AT 60 PSI TAGGED DOOR.ML

Sub Division: 368 MR Route: F3Z FA ID: 9381310051
 Account #: 9381310000 Customer Name: TRAN, LINH Phone #: (407) 221-3951

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Address: 1861 E CROWLEY CIR CSR: Isabel Ceballos Operator: Mark Leard

Entry Date: 9/8/2009 3:34:10PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer says we were out on his block last week and did something to the pressure and his meter is leaking, not bad though. Please check out if it's his problem or ours. Tag the door to inform customer of findings. /IC

Due Date: 9/9/2009 6:00:00PM Resolution Date: 9/10/2009 8:30:00AM FA Status: Completed

Resolution: LEAK FOUND ON CUSTOMERS SIDE. TAGGED DOOR.....ML

Sub Division: 368 MR Route: F4G FA ID: 9381400590

Account #: 9381400000 Customer Name: BELADI, MEHRAN Phone #: (407) 774-5877

Address: 3652 WATERCREST DR CSR: Lorie Mayeski Operator: Thomas Keys

Entry Date: 11/13/2009 3:07:27PM SO Type: M-SIO Request Type: Water Quality

Instructions: customer called stated that he has been getting many black particles in his water supply. Customer stated that his is at the "end of the line", and this happens every so often. Customer does not want this all weekend. Please investigate. Thanks, Lorie M.

Due Date: 11/13/2009 6:00:00PM Resolution Date: 11/16/2009 10:00:00AM FA Status: Completed

Resolution: *called out to Jim Swegheimer @ 4:00 p.m.* Customers cell number 321-356-5950 Sent tech out and flushed Area....

Resolution: READ , TURNED OFF , TAGGED , SME

Sub Division: 368 MR Route: F4T FA ID: 9596510611

Account #: 9596510000 Customer Name: CASTO, RICHARD Phone #: (407) 774-9291

Address: 150 BRIDLEWOOD LN CSR: Lorie Mayeski Operator: Mark Leard

Entry Date: 2/2/2009 9:27:20AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer called stated that water pressure is "low". You may contact customer at work until 4:30 pm (407)-629-6440. If you have any questions. Thanks, Lorie M.

Due Date: 2/1/2009 7:00:00PM Resolution Date: 2/2/2009 11:00:00AM FA Status: Completed

Resolution: PRESSURE IS GOOD NOW IT HAS 70 PSI.ML

Sub Division: 368 MR Route: F4G FA ID: 9663310527

Account #: 9663310000 Customer Name: RASKIN, MICHAEL Phone #: (407) 617-9800

Address: 102 E SWEETWATER CREEK DR CSR: Lorie Mayeski Operator: Mark Leard

Entry Date: 3/20/2009 9:01:09AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED METER BOX IS FULL OF WATER. PLEASE INVESTIGATE. ACCORDING TO LAST READ IT APPEARS THAT WATER IS BEING PULLED THROUGH METER. PLEASE LEAVE THOROUGH NOTES, INFORM OFFICE IF IT'S OUR PROBLEM TO SEE IF RE-BILL MAY BE NECESSARY.

Due Date: 3/20/2009 7:00:00PM Resolution Date: 3/20/2009 10:00:00AM FA Status: Completed

Resolution: LEAK WAS ON OUR CUPLING GOING TO CUSTOMERS SIDE. G.P.M. WAS 3GAL....ML

Sub Division: 368 MR Route: F4S FA ID: 9669400635

Account #: 4045812272 Customer Name: HARGRAVE, KATHLEEN Phone #: (407) 947-9847

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Address: 219 SLADE LN CSR: Kimberly Bennett Operator: Jeff Pinder

Entry Date: 4/8/2009 10:26:40AM SO Type: M-SIO Request Type: General Investigation

Instructions: 4/7/09 - CUSTOMER CALLED AFTER HOURS DUE TO LEAK BEFORE METER ON OURSIDE. PAGED TO ONCALL.KIM

Due Date: 4/8/2009 6:00:00PM Resolution Date: 4/8/2009 11:50:00AM FA Status: Completed

Resolution: Very minor leak under the road... Put on schedule for repair on 4/10/09
J. Pinder

Sub Division: 368 MR Route: F5F FA ID: 9670810006

Account #: 9670810000 Customer Name: SHENK, MATT Phone #: (407) 786-2594

Address: 308 COBLE DR CSR: Matthew Chandler Operator: Alex Lorenzo

Entry Date: 10/9/2009 9:49:46AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: CUST CALLED IN WITH A HIGH CHLORINE SMELL IN THE WATER. PLEASE CHK OUT. THANKS.

Due Date: 10/9/2009 6:00:00PM Resolution Date: 10/15/2009 2:00:00PM FA Status: Completed

Resolution: CL2 @ kitchen sink was 2.4 ppm Flushed hydrant @ 312 Coble for 5 min. Spoke with customer and advised them to call back if they have any more problems.

9675300213

Sub Division: 368 MR Route: FA ID:

Account #: 9675300000 Customer Name: GE CONSUMER FINANCE Phone #: (407) 788-4149

Address: 140 WEKIVA SPRINGS ROAD CSR: Lorie Mayeski Operator: Mark Leard

Entry Date: 1/13/2009 12:18:54PM SO Type: M-SIO Request Type: Odor in Sewer

Instructions: CUSTOMER CALLED (RUSSELL SPOR 407-788-4149) REPORTED "SEWER GAS SMELL COMING UP AND OUT OF LADIES ROOM FLOOR DRAINS" PLEASE INVESTIGATE.

Due Date: 1/13/2009 7:00:00PM Resolution Date: 1/13/2009 1:30:00PM FA Status: Completed

Resolution: Checked up and downstream manholes. NO PROBLEMS! Spoke with Russell advised him to check his plumbing. M LEARD

Sub Division: 368 MR Route: F3Y FA ID: 9692010583

Account #: 9692010000 Customer Name: BRUCE, ROBERT K Phone #: (407) 389-8942

Address: 3578 TERRA OAKS CT CSR: Jacqueline Sillitoe Operator:

Entry Date: 7/20/2009 8:29:34AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: LOW PRESSURE.NO SOFTNER. DISP TO PLANT OP. JMC 07/20

Due Date: 7/20/2009 12:00:00AM Resolution Date: 7/20/2009 10:00:00AM FA Status: Completed

Resolution: Problem due to scaling from hot water heater. Spoke with customer. Customer's problem...

Sub Division: 368 MR Route: F4F FA ID: 9723600740

Account #: 9913316496 Customer Name: Turner, Chris Phone #: (407) 529-8493

Address: 505 SABAL TRAIL CIR CSR: Matthew Chandler Operator: Roberto Remigio

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Entry Date: 5/26/2009 12:36:20PM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A LEAK AT THE MTR. PLEASE CHK OUT AND REPAIR IF NEEDED. PAGED TO JOHN M
 Due Date: 5/26/2009 6:00:00PM Resolution Date: 5/26/2009 2:00:00PM FA Status: Completed
 Resolution: LEAK WAS AT 509. SPOKE WITH CUSTOMER AND EXPLAINED LEAK WAS ON THIR SIDE OF METER

Sub Division: 368 MR Route: F5F FA ID: 9724300710
 Account #: 5283496403 Customer Name: CRISP, KELLIE Phone #: (321) 576-4491
 Address: 101 WHEATLAND CT CSR: Ferrellyn Trovinger Operator: Jeff Pinder
 Entry Date: 1/30/2009 7:18:37AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: Customer has a leak at meter where she says work was done by us Christmas week. Customer can be reached by cell phone at 407-462-5618. FLT
 Due Date: 1/30/2009 6:00:00PM Resolution Date: 1/30/2009 8:40:00AM FA Status: Completed
 Resolution: Leak in customer's PVC Line. We shut water off. Called customer and left message that the work we did was on a 14" W.M. and not near her meter. Contractor for power company was working near her meter. Work done by us in Dec. was on opposite side of customer

Sub Division: 368 MR Route: F5F FA ID: 9724300867
 Account #: 5283496403 Customer Name: CRISP, KELLIE Phone #: (321) 576-4491
 Address: 101 WHEATLAND CT CSR: Leanne Loeffel Operator: Thomas Keys
 Entry Date: 9/3/2009 7:42:52AM SO Type: M-SIO Request Type: Water Quality
 Instructions: customer says bathroom after son took shower smells like strong sewer and it is not dissipating, seems confined to the one bathroom. Paged to Tom Keys. Thanks *Leanne
 Due Date: 9/3/2009 6:00:00PM Resolution Date: 9/3/2009 11:00:00AM FA Status: Completed
 Resolution: SPOKE WITH CUSTOMER AND ADVISED IT WASN'T OUR WATER THAT SMELLED AND TO CHECK WATER SOFTNER

Sub Division: 368 MR Route: F5F FA ID: 9726810320
 Account #: 9726810000 Customer Name: STANKO, DAVID Phone #: (407) 788-7857
 Address: 308 BLYTH CT CSR: Jacqueline Sillitoe Operator: Jeff Pinder
 Entry Date: 3/24/2009 9:26:32AM SO Type: M-SIO Request Type: General Investigation
 Instructions: WATER IS POURING OUT OF NEWLY INSTALLED METER. DISP TO FIELD JEFF P. JMC 03/24/2009
 Due Date: 3/24/2009 12:00:00AM Resolution Date: 3/24/2009 11:00:00AM FA Status: Completed
 Resolution: Not the meter leaking. Our Blow off It is scheduled to be repaired on 3/25/09

Sub Division: 368 MR Route: F4T FA ID: 9780700457
 Account #: 9780700000 Customer Name: KRING, ROBERT S Phone #: (407) 788-2363
 Address: 224 MARKHAM WOODS RD CSR: Kimberly Bennett Operator: Shawn Ebert

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Entry Date: 6/11/2009 3:25:58PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: CUSTOMER CALLED DUE TO LOW WATER PRESSURE - PAGED TO SHAWN E. SUE/KIM

Due Date: 6/11/2009 6:00:00PM Resolution Date: 6/11/2009 4:20:00PM FA Status: Completed

Resolution: Flushing hydrants in area

Sub Division: 368 MR Route: F3Z FA ID: 9839200058

Account #: 9839200000 Customer Name: ROVITO, LAWRENCE Phone #: (321) 972-6359

Address: 1328 S RIDGE LAKE CR CSR: Isabel Ceballos Operator: Mark Leard

Entry Date: 5/11/2009 1:26:25PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer says for the past few months the water pressure has been very low. Please check out.

Due Date: 5/12/2009 6:00:00PM Resolution Date: 5/11/2009 8:00:00AM FA Status: Completed

Resolution: PRESSURE IS GOOD its AT 70 P.S.I TAGGED DOOR.....ML

Sub Division: 368 MR Route: F5F FA ID: 9860810696

Account #: 9860810000 Customer Name: BONAPARTE, BABARA Phone #: (407) 869-4145

Address: 306 COBLE DR CSR: Leanne Loeffel Operator: Jeff Pinder

Entry Date: 12/4/2009 1:24:15PM SO Type: M-SIO Request Type: General Investigation

Instructions: customers says the shut off valve is leaking, please check it out and repair/replace as necessary.

Due Date: 12/7/2009 6:00:00PM Resolution Date: 12/7/2009 10:00:00AM FA Status: Completed

Resolution: Very tiny drip @ curb stop. Not a priority.... put on schedule for replacement sometime in the near future
.... J. Pinder

Sub Division: 368 MR Route: F5F FA ID: 9878800743

Account #: 3409833136 Customer Name: CRESTANI, KIM Phone #: (330) 356-9009

Address: 100 STEVENAGE CT CSR: Isabel Ceballos Operator: Jeff Pinder

Entry Date: 2/2/2009 10:29:06AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint

Instructions: Customer says when he runs water in the shower, water comes up in front? Please check out. Paged Jeff P

Due Date: 2/3/2009 6:00:00PM Resolution Date: 2/3/2009 10:30:00AM FA Status: Completed

Resolution: Replaced 28 feet of 6" clay sewer line with 4" PVC under the road...
Due to sink hole... Seminole county will repave the road... J. Pinder

Sub Division: 368 MR Route: F4F FA ID: 9948310571

Account #: 9948310000 Customer Name: HERBERT, RICHARD Phone #: (407) 889-4600

Address: 608 N LONGVIEW PL CSR: Leanne Loeffel Operator: Thomas Keys

Entry Date: 11/10/2009 9:58:53AM SO Type: M-SIO Request Type: General Investigation

Instructions: customer has large amounts of mineral deposit in her water plus low water pressure, she wants someone
to call her to look at the water with her. Mrs. Herbert @ 407-808-7169 Thanks *Leanne

Due Date: 11/11/2009 6:00:00PM Resolution Date: 11/11/2009 2:00:00PM FA Status: Completed

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Resolution: Met with customer. She has scale clogging her spicket and it appears to be hot water heater. Sent scale to be tested. Will check back with customer.

Sub Division: 368 MR Route: F4T FA ID: 9968500281
Account #: 0105228297 Customer Name: PADAWER, SCOTT Phone #: (407) 312-6934
Address: 236 SPRINGSIDE RD CSR: Ann Raponi Operator: Jeff Pinder
Entry Date: 8/18/2009 12:12:53PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED ABOUT SEWER BACKUP- PLUMBER IS THERE STATED THAT ROOTS IN LINE ON OUR SIDE. PLEASE INVESTIGATE. PAGED OUT TO JEFF P @1:09PM/ THANK YOU. AMR
Due Date: 8/18/2009 12:00:00AM Resolution Date: 8/18/2009 1:30:00PM FA Status: Completed

Resolution: Responded to residents within 3 min. No one home; no plumber on site and no answer on phone assigned to the account. Tagged for customer to reschedule contact with us. Checked Up and Downstream Manhole; no problem found...

Sub Division: 368 MR Route: F4T FA ID: 9968500922
Account #: 0105228297 Customer Name: PADAWER, SCOTT Phone #: (407) 312-6934
Address: 236 SPRINGSIDE RD CSR: Matthew Chandler Operator: Jonathan Pennington
Entry Date: 11/19/2009 8:30:09AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint
Instructions: CUST HAS BEEN HAVING SEWER ISSUES IN THIS HOME. A PLUMBER TOLD HER THAT THERE IS A BLOCK IN OUR LINE WERE THE HOME LINE TIES IN. PLEASE CHK OUT. THANKS. CALL CUST AT 407-310-2850. THANKS.MC

Due Date: 11/20/2009 6:00:00PM Resolution Date: 11/20/2009 8:00:00AM FA Status: Completed
Resolution: Camera sewer line, found roots in customer's line. Hung tag informing customer

Sub Division: 368 MR Route: F5G FA ID: 2107710806
Account #: 2107710000 Customer Name: FLEMING, MICHAEL A Phone #: (407) 862-4597
Address: 362 NEEDLES TRL CSR: Ann Raponi Operator: Mark Leard
Entry Date: 8/3/2009 8:16:14AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED ABOUT A SMALL LEAK BEFORE METER- ALSO SHUT VALVE IS HARD TO TURN. PLEASE CHECK OUT. CALLED OUT TO JEFF P @9:11AM. THANK YOU. AMR
Due Date: 8/3/2009 6:00:00PM Resolution Date: 8/3/2009 10:30:00AM FA Status: Completed
Resolution: Replaced meter coupling gasket on our side of meter and exercised and lubricated the curb stop

Sub Division: 368 MR Route: F4S FA ID: 1519200040
Account #: 1519200000 Customer Name: HEURING, THOMAS Phone #: (407) 767-9519
Address: 152 STONEY RIDGE DR CSR: Kimberly Bennett Operator: LeRoy Grainger
Entry Date: 4/28/2009 12:58:23PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: CUSTOMER CALLED INTO OFFICE 4/28/09 DUE TO LOW PRESSURE FOR SEVERAL WEEKS INFORM CUST OF FINDINGS. KIM
Due Date: 4/29/2009 6:00:00PM Resolution Date: 4/29/2009 1:10:00PM FA Status: Completed

Customer Complaints and Resolutions 01/01/2009 to 12/31/2009

Resolution: no leaks detected/water pressure 60psi at house bib/tagged door with findings. Lrg.

0030910540

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 0030910437
 Account #: 0030910000 Customer Name: 368 Sanlando Phone #:
 Address: 368 Sanlando CSR: Leanne Loeffel Operator: Shawn Ebert
 Entry Date: 1/26/2010 1:09:33PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer at 219 Spanish Oak Tr called about water bubbling up out of the ground. She had water at the time. Paged to John M.
 Due Date: 1/26/2010 6:00:00PM Resolution Date: 1/27/2010 12:00:00AM FA Status: Completed
 Resolution: REPAIRED 4" WATER MAIN AT PIPE JOINT BY CUTTING OUT JOINT AND REPLACING SECTION OF PIPE WITH 2 MAXI FIT COUPLINGS.. KEV

Sub Division: 368 FA ID: 0030910132
 Account #: 0030910000 Customer Name: 368 Sanlando Phone #:
 Address: 368 Sanlando CSR: Leanne Loeffel Operator: Matthew Morrell
 Entry Date: 3/8/2010 11:31:15AM SO Type: M-SIO Request Type: General Investigation
 Instructions: meter is for home on Myrtle Lake Hills Rd but located between 1680&1684 Grank Oak Ct Longwood, it is leaking. Please repair as necessary. Paged to Kevin C. Thanks, Leanne
 Due Date: 3/8/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed
 Resolution: LEAK ON OUR SIDE OF METER AT CURBSTOP. REPLACED NUT ON CURBSTOP AND PUT METER BACK IN AND TURNED IT BACK ON.. MM

Sub Division: 368 FA ID: 0030910774
 Account #: 0030910000 Customer Name: 368 Sanlando Phone #:
 Address: 368 Sanlando CSR: Ferrellyn Trovinger Operator: Jonathan Pennington
 Entry Date: 1/25/2010 10:11:56AM SO Type: M-SIO Request Type: Water Main Break
 Instructions: MaryAnn Knauss called the answering service at 3:59pm to report a large leak gushing on Sabal Palm Dr near Whisperwood. Her number is 407-865-5902. Called to Jonathan. FLT
 Due Date: 1/23/2010 12:00:00AM Resolution Date: 1/23/2010 6:30:00PM FA Status: Completed
 Resolution: CHECKED AREA AND FOUND THAT THERE WAS AN IRRIGATION LEAK ON HOA IRRIGATION AT SABAL PALM DRIVE AND WHISPERWOOD SUBDV. TRIED TO CALL BACK BUT GOT NO ANSWER, NOT OURS. JP

Sub Division: 368 FA ID: 0014510868
 Account #: 0014510000 Customer Name: HAHNERT,LINDA Phone #:
 Address: 118 HOLDERNESS DR CSR: Isabel Ceballos Operator: Kevin Cooper
 Entry Date: 2/16/2010 7:26:58AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer states shut off valve is frozen. Please repair/replace. Tag door so customer will know. /ic
 Due Date: 2/17/2010 6:00:00PM Resolution Date: 2/18/2010 12:00:00AM FA Status: Completed
 Resolution: EXERCISED CURBSTOP AND IT IS WORKING FINE. TAGGED DOOR AND INFORMED CUSTOMER THAT THEY HAVE A HOUSE VALVE UNDER FAUCET ON RIGHT SIDE OF HOUSE BEHIND FENCE.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 F4S FA ID: 0523400792
 Account #: 0523400000 Customer Name: PEARSON,BRIAN Phone #: (407) 337-1550
 Address: 130 SLADE DR CSR: Kimberly Bennett Operator: Matthew Morrell
 Entry Date: 1/11/2010 2:38:10PM SO Type: M-SIO Request Type: General Investigation
 Instructions: 1/10/10 - CUST CALLED AFTER HRS TO THE A/S DUE TO BROKEN BACKFLOW. PAGED TO ONCALL. KIM
 Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/10/2010 12:00:00AM FA Status: Completed
 Resolution: BACKFLOW IN ISLAND FOR HOA BROKEN TURNED OFF METER AND INFORMED CUST. TO CONTACT HOA...MM

Sub Division: 368 FA ID: 0478510579
 Account #: 0478510000 Customer Name: GOLDSTEIN,NEIL Phone #: (407) 862-7546
 Address: 320 CAMBRIDGE DR CSR: Elise Christian Operator: Leroy Grainger
 Entry Date: 1/5/2010 11:20:43AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST CALLED TO SAY THAT THE TELEPHONE CO WAS DIGGING AND BROKE HER LINE. THEY CANNOT T/OFF WATER. PAGED TO JOHN M. (EC)
 Due Date: 1/5/2010 12:00:00AM Resolution Date: 1/5/2010 12:00:00AM FA Status: Completed
 Resolution: plumbers had water off upon my arrival..lrg.

Sub Division: 368 FA ID: 0481300637
 Account #: 0481300000 Customer Name: JAMES,CARLOS Phone #:
 Address: 489 SUGAR RIDGE CT CSR: Matthew Chandler Operator: Rodel Hermano
 Entry Date: 3/31/2010 7:26:31AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A LEAK AT THE MTR PLEASE CHK OUT. PAGED TO KEVIN C.THANKS.MC
 Due Date: 3/31/2010 6:00:00PM Resolution Date: 3/31/2010 10:30:00AM FA Status: Completed
 Resolution: FOUND POLY LEAK BEHIND THE CURBSTOP. DUG UP AND REPLACED 2' OF 3/4" POLY AND CURBSTOP...RRH

Sub Division: 368 F3Z FA ID: 0368000306
 Account #: 0368000000 Customer Name: SUNSHINE IDEAS INC Phone #: (407) 786-2266
 Address: 2045 SR 434 CSR: Kimberly Bennett Operator: Kevin Cooper
 Entry Date: 1/26/2010 11:09:24AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED. LEAK @ METER. CHECK AND READ METER. INFORM CUSTOMER OF FINDINGS. PAGED TO JM @ 12:09PM. KIM
 Due Date: 1/26/2010 6:00:00PM Resolution Date: 1/27/2010 12:00:00AM FA Status: Completed
 Resolution: REPAIRED 1 1/2" GALV. LINE WITH NEW POLY AND T GOING TO METERS WITH NEW CURBSTOPS AND METER CONNECTIONS.. KEV

Sub Division: 368 F4T FA ID: 0470400766
 Account #: 0470400000 Customer Name: KATZ,SHARI Phone #: (407) 617-7215
 Address: 2210 SPRINGS LANDING BLVD CSR: Lorie Mayeski Operator: Leroy Grainger

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 1/15/2010 11:10:20AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER STATED THAT THE TURN VALVE AT METER DOES NOT WORK PROPERLY. SEE IF VALVE NEEDS TO BE REPLACED. THANKS, LORIE M. 1-15-2010
 Due Date: 1/18/2010 6:00:00PM Resolution Date: 1/18/2010 9:45:00AM FA Status: Completed
 Resolution: Lubricated and exercised curb stop valve. Seems fine now...lrg.

Sub Division: 368 F4G FA ID: 0446500254
 Account #: 0446500000 Customer Name: KAUFMANN, FREDRICK Phone #: (407) 788-2035
 Address: 107 ELDERBERRY LN CSR: Lorie Mayeski Operator: Leroy Grainger

Entry Date: 2/12/2010 10:23:30AM SO Type: HIBILL
 Instructions: CUSTOMER CALLED REQUESTED THAT METER BE RE-READ. CHECK LEAK INDICATOR ON METER. LEAVE TAG WITH CUSTOMER STATING CURRENT READ AND FINDINGS. LORIE M. 2-12-2010
 Due Date: 2/12/2010 10:23:30AM Resolution Date: 2/15/2010 10:55:00AM FA Status: Completed
 Resolution: Meter indicated leak on customer side. Talk with customer about findings. lrg.

Sub Division: 368 F4T FA ID: 0768210179
 Account #: 0768210000 Customer Name: RINTRONA, DOMINICK Phone #: (386) 679-0180
 Address: 107 WILD FERN DR CSR: Lisa Parsons Operator: Kevin Cooper

Entry Date: 3/24/2010 2:23:11PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CALLED SAID THAT HE BROKE THE VALVE? SAID IT'S FLOODING. DOMINICK CAN BE REACHED AT 386-679-0180. THANKS LISA
 Due Date: 3/24/2010 12:00:00AM Resolution Date: 3/24/2010 12:00:00AM FA Status: Completed
 Resolution: Replaced curb stop and plumbed meter back in. Customer had a leak on his side that is his to repair. Left meter off for customer. kev

Sub Division: 368 FA ID: 0785410657
 Account #: 0785410000 Customer Name: SCHOU, KIM Phone #: (407) 620-8425
 Address: 144 ESSEX DR CSR: Isabel Ceballos Operator: Leroy Grainger

Entry Date: 3/18/2010 8:59:31AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer states valve at meter cannot be turned, please check. /ic
 Due Date: 3/19/2010 6:00:00PM Resolution Date: 3/19/2010 9:15:00AM FA Status: Completed
 Resolution: lubricated and exercised valve at meter....lrg

Sub Division: 368 F5F FA ID: 0748510296
 Account #: 0748510000 Customer Name: WEKIVA ELEMENTARY SCHOOL Phone #:
 Address: 1450 WEKIVA TRAIL CSR: Kimberly Bennett Operator: Kevin Cooper

Entry Date: 3/8/2010 1:46:49PM SO Type: M-SIO Request Type: General Investigation
 Instructions: 3/7/10 - SOMEONE CALLED THE ANSWERING SERVICE AFTER HOURS DUE TO PUMPSTATION LEAK NEXT TO THE WEKIVA ELEMENTARY SCHOOL. KIM
 Due Date: 3/7/2010 3:00:00PM Resolution Date: 3/9/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED OUT WELL AND THE ARV WAS SPEWING WATER. PLANT GUY TOOK CARE OF IT,, KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 F4F FA ID: 0610310048
 Account #: 0610310000 Customer Name: SIGNER,GREG Phone #: (407) 695-9996
 Address: 625 N LONGVIEW PL CSR: Isabel Ceballos Operator: Jonathan Pennington
 Entry Date: 2/1/2010 8:31:08AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says cul-de-sac where repairs were made by us, it's caving in again. Please check /ic
 Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 12:00:00AM FA Status: Completed
 Resolution: SINKHOLE AT NEW PATCH REPAIRED BY JOHN BUSH. JOHN M WILL HAVE JOHN BUSH FILL IN HOLE AND REPAIR AGAIN.J.P.

Sub Division: 368 FA ID: 0652110037
 Account #: 0652110000 Customer Name: SERRETT,ELIZABETH M Phone #: (407) 869-9408
 Address: 621 ALBANY CT CSR: Florida Temp 4 Operator: Jonathan Pennington
 Entry Date: 2/25/2010 8:57:49AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST IS COMPLAINING OF LEAK FROM NEIGHBORS SIDE, PLEASE TURN OFF. THANKS TAS
 Due Date: 2/25/2010 6:00:00PM Resolution Date: 2/25/2010 12:00:00AM FA Status: Completed
 Resolution: Shut off house valve due to someone leaving on kitchen sink which flooded the whole house. R- 441040.J.P.

Sub Division: 368 FA ID: 1062410056
 Account #: 1062410000 Customer Name: PREWITT,LISA Phone #: (407) 869-5051
 Address: 345 FOREST PARK CIR CSR: Florida Temp 3 Operator: Kevin Cooper
 Entry Date: 3/22/2010 9:22:04AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Really bad water pressure, ongoing. please investigate. Please speak with Mrs. Prewitt she would like to be present during investigation. In case she is not home call her @ 407-491-9478 to let her know your findings.
 Due Date: 3/23/2010 6:00:00PM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed
 Resolution: Checked customers pressure at hose bib and they have 60 psi. Informed customer of this and that the issue they are having with their irrigation will need to be addressed by irrig company. Our side is fine.. KEV

Sub Division: 368 F4S FA ID: 1064210030
 Account #: 1064210000 Customer Name: MORRIS,ELLIS R Phone #: (407) 332-6283
 Address: 103 FOXRIDGE RUN CSR: Kimberly Bennett Operator: Matthew Morrell
 Entry Date: 3/9/2010 9:52:16AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED AFTER HOURS TO THE ANSWERING SERVICE DUE TO LIGHT GOING OFF AT THE TREATMENT PLANT. A/S CALLED TO ON-CALL. KM
 Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed
 Resolution: lights on the vac truck were left on -

Sub Division: 368 FA ID: 0976510933
 Account #: 0976510000 Customer Name: YONKE,TODD Phone #: (407) 880-8197
 Address: 128 LAUREL OAK DR CSR: Jacqueline Sillitoe Operator: Jonathan Pennington
 Entry Date: 1/4/2010 9:58:59AM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: LEAK ON OUR SIDE OF METER PER CUSTOMER'S PLUMBER. HE CAN NOT TURN OFF EITHER AND LEAK IS IN BATHTUBE TOO....DISP TO FIELD.

Due Date: 1/4/2010 12:00:00AM Resolution Date: 1/4/2010 10:00:00AM FA Status: Completed

Resolution: No leak on our side no one home... Lubricated and exercised curb stop , Hung tag....

Sub Division: 368 FA ID: 0840410826

Account #: 0840410000 Customer Name: HARRS,KATHERINE Phone #: (407) 859-2767

Address: 209 W SWEETWATER CREEK DR CSR: Kimberly Bennett Operator: Rodel Hermano

Entry Date: 3/8/2010 1:31:17PM SO Type: M-SIO Request Type: Lift Station Problems

Instructions: 3/7/10 - CUST CALLED AFTER HOURS TO THE ANSWERING SERVICE L/S ALARM GOING OFF. KIM

Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/7/2010 12:00:00AM FA Status: Completed

Resolution: L/S check valves are bad - Robert Callhan is aware of the problem
no over flow

Sub Division: 368 FA ID: 1299100995

Account #: 1299100000 Customer Name: CHRISTENS,ALTAGRACIA Phone #: (407) 506-9069

Address: 304 TIMBERCOVE CIR CSR: Isabel Ceballos Operator: Shawn Ebert

Entry Date: 1/19/2010 3:14:56PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer says after new meter was installed dial on meter was spinning very fast. Please check. Paged John M /ic

Due Date: 1/19/2010 6:00:00PM Resolution Date: 1/19/2010 4:00:00PM FA Status: Completed

Resolution: check meter out & found customer has a leak in his line

Sub Division: 368 FA ID: 1411100893

Account #: 1411100000 Customer Name: ROMAN,JANIS Phone #: (407) 862-9862

Address: 114 GOLFCLUB DR CSR: Lorie Mayeski Operator: Kevin Cooper

Entry Date: 2/24/2010 2:14:11PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED. STATED THAT WATER SMELL ISSUE HAS NOT BEEN CLEARED UP. TRY TO GET THIS RESOLVED PER CUSTOMER. PLEASE INVESTIGATE. THANKS, LORIE M. 2-24-2010 CALLED OUT TO TOM KEYS & SCOTT GOSNELL@ 3:13 P.M.*

Due Date: 2/24/2010 6:00:00PM Resolution Date: 2/26/2010 12:00:00AM FA Status: Completed

Resolution: PER SCOTT G. ALEX FLUSHED EVERY FIRE HYDRANT IN THE NEIGHBORHOOD. NO ODOR WAS DETECTED IN THE DISTRIBUTION SYSTEM. THE PROBLEM MUST BE IN THE CUSTOMERS RESIDENCE.. KEV

Sub Division: 368 FA ID: 1411100570

Account #: 1411100000 Customer Name: ROMAN,JANIS Phone #: (407) 862-9862

Address: 114 GOLFCLUB DR CSR: Florida Temp 4 Operator: Alex Lorenzo

Entry Date: 2/12/2010 12:14:16PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: CUST IS COMPLAINING OF WATER SMELLING OF SULFUR. CUST HAS ALSO EXPRESSED THAT SHE IS ALLERGIC TO SULFUR. PLEASE INVESTIGATE AND COMMENT. THANKS TAS

Due Date: 2/12/2010 6:00:00PM Resolution Date: 2/13/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: TESTED WATER FOR CHLORINE AND MEASURED 1.2 PPM. FLUSHED HOT WATER HEATER AND NEAREST FIRE HYDRANT. THE CUSTOMER WILL CALL AGAIN IF THERE IS AN ODOR.. ALEX

Sub Division: 368 FA ID: 1557900228
 Account #: 1557900000 Customer Name: WINTER,GARY M Phone #: (407) 788-7968
 Address: 316 FOREST PARK CIR CSR: Florida Temp 3 Operator: Donna Brown
 Entry Date: 1/29/2010 1:54:26PM SO Type: M-SIO Request Type: General Investigation
 Instructions: NO WATER PRESSURE, PLEASE CHECK METER, KAP
 Due Date: 1/29/2010 6:00:00PM Resolution Date: 1/29/2010 12:00:00AM FA Status: Completed
 Resolution: plumber did not turn water back on all the way. turned on fully for customer.. DB

Sub Division: 368 FA ID: 1494710563
 Account #: 1494710000 Customer Name: QUIGLEY,BRYAN Phone #: (407) 948-1433
 Address: 1866 ST ANDREWS PL CSR: Leanne Loeffel Operator: Rodel Hermano
 Entry Date: 2/3/2010 10:18:58AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Read meter and verify there are no leaks, customer had plumber out to repair leak. Please tag door.
 Due Date: 2/4/2010 6:00:00PM Resolution Date: 2/4/2010 9:11:00AM FA Status: Completed
 Resolution: NO LEAK DETECTED..TAGGED DOOR WITH FINDINGS..RH

Sub Division: 368 FA ID: 1469400492
 Account #: 1469400000 Customer Name: CABIBBO,SAL Phone #: (407) 921-2304
 Address: 448 TWISTING PINE CIR CSR: Loretta Abbott Operator: Donna Brown
 Entry Date: 1/21/2010 1:01:28PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST. CALLED EARLIER TO SAY HE TRIED TO T/OFF WATER @ OUR MTR. & THAT THERE WAS STILL WATER COMING INTO THE HOUSE. CHECK ON THIS FOR HIM. TAG THE DOOR AND PLZ.CALL 407-921-2304 HE WANTS TO FIX A LEAK. leabbott
 Due Date: 1/21/2010 2:00:00PM Resolution Date: 1/21/2010 12:00:00AM FA Status: Completed
 Resolution: customer did not shut valve of completely- shut off for customer

Sub Division: 368 FA ID: 1666400100
 Account #: 1666400000 Customer Name: DAUGHERTY,CATHY L Phone #: (407) 788-5182
 Address: 2190 WOODBRIDGE RD CSR: Kimberly Bennett Operator: Donna Brown
 Entry Date: 1/11/2010 2:50:48PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED DUE TO NO WATER. PAGED TO MARINELLI. KM
 Due Date: 1/12/2010 6:00:00PM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED METER AND EVERYTHING WAS FINE. FOUND THAT SOMEONE HAD SHUT OFF HIS HOUSE VALVE. TURNED ON HOUSE VALVE FOR CUSTOMER.. KEV

Sub Division: 368 FA ID: 2103510961
 Account #: 2103510000 Customer Name: SMYTHE,KAREN Phone #: (407) 682-5889
 Address: 595 DEVONSHIRE BLVD CSR: Leanne Loeffel Operator: Kevin Cooper

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 3/2/2010 7:26:42AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer says there is a leak in the front yard bubbling up, looks like it's at the meter, please check out whose side it's on. Tag door with info. Paged to John M.
 Due Date: 3/2/2010 6:00:00PM Resolution Date: 3/2/2010 12:00:00AM FA Status: Completed
 Resolution: METER BROKEN ON BOTTOM, WATER WAS COMING OUT OF METER AND WAS ON OUR SIDE. REPLACED METER TO STOP LEAK... KEV

Sub Division: 368 FA ID: 2204400385
 Account #: 2204400000 Customer Name: GILBERT,REBECCA F Phone #: (407) 869-4307
 Address: 130 PENELOPE DR CSR: Isabel Ceballos Operator: Matthew Morrell
 Entry Date: 1/7/2010 9:24:13AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Someone called answering service on 1-1-10 and reported a water break, water gushing. /ic
 Due Date: 1/8/2010 6:00:00PM Resolution Date: 1/1/2010 12:00:00AM FA Status: Completed
 Resolution: 8" WATER MAIN BROKEN, REPAIRED WITH REPAIR CLAMP.. FIELD CREW

Sub Division: 368 FA ID: 2384800419
 Account #: 2384800000 Customer Name: HARLAN,JULIAN B Phone #: (407) 869-5792
 Address: 240 COBLE DR CSR: Leanne Loeffel Operator: Leroy Grainger
 Entry Date: 1/26/2010 9:30:00AM SO Type: HIBILL
 Instructions: Read again, customer says we could not have read the meter correctly, he isn't irrigating. Tag door with read.
 Due Date: 1/27/2010 6:00:00PM Resolution Date: 1/27/2010 11:45:00AM FA Status: Completed
 Resolution: No leaks detected..tagged door with read and findings

Sub Division: 368 FA ID: 2446210331
 Account #: 2446210000 Customer Name: HAGMAN,THOMAS Phone #: (407) 862-4315
 Address: 248 NEW WATERFORD PL CSR: Lorie Mayeski Operator: Jeff Pinder
 Entry Date: 1/4/2010 11:58:35AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED HAS SEWAGE BACKUP, ROTO ROOTER CLEANED OUT ROOTS IN SEWAGE PIPE. CUSTOMER WOULD LIKE TO RE-ROUTE SEWER PIPING INTO ANOTHER DITCH AREA IF POSSIBLE CALL CUST. @ (407)-862-4315...THANKS, LORIE M. 1-4-2010*CALLED TO J.MARINELLI @12:57
 Due Date: 1/4/2010 6:00:00PM Resolution Date: 1/4/2010 2:00:00PM FA Status: Completed
 Resolution: Met with customer, we will do her a favor and camera on 1/6/10

Sub Division: 368 FA ID: 2405400571
 Account #: 2405400000 Customer Name: NEWELL,KELLY Phone #: (407) 722-4676
 Address: 124 DES PINAR LN CSR: Lorie Mayeski Operator: John Marinelli
 Entry Date: 3/18/2010 10:33:57AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED ABOUT USAGE. IT'S GONE UP AT A RAPID RATE. CHECK METER ADVISE ABOUT LEAK.CALLED JOJN MARINELLI. HE THINKS THIS MAY BE ONE THAT METER READER STATED LEAK MAYBE PRESENT. JOHN WILL CHECK AND CALL BACK.

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 3/18/2010 6:00:00PM Resolution Date: 3/19/2010 12:00:00AM FA Status: Completed
 Resolution: went by the house & they have a leak- was reported by meter reader in Jan. hung tag -it is still leaking & spoke with the customer.

Sub Division: 368 FA ID: 2504010964
 Account #: 2504010000 Customer Name: SHELLEY,JAMES G Phone #: (407) 869-6892
 Address: 406 BUDLEIGH SALTERTON CLS CSR: Leanne Loeffel Operator: Leroy Grainger

Entry Date: 1/26/2010 10:05:28AM SO Type: HIBILL
 Instructions: Read and check for leaks, last read was high, customer tried to read meter but there was a lot of condensation. Please let me know if meter can be red easily. Please tag door. Thanks, Leanne

Due Date: 1/27/2010 6:00:00PM Resolution Date: 1/27/2010 1:10:00PM FA Status: Completed
 Resolution: meter indicated small leak on customer side...tagged door with read and findings...lrg

Sub Division: 368 FA ID: 2356410861
 Account #: 2356410000 Customer Name: BERK,AILEEN Phone #: (407) 869-4439
 Address: 104 AUTUMN DR CSR: Florida Temp 2 Operator: Leroy Grainger

Entry Date: 3/3/2010 9:00:51AM SO Type: M-REREAD
 Instructions: PLEASE RE-READ METER. CUST SAYS BILL IS TOO HIGH. BND

Due Date: 3/4/2010 6:00:00PM Resolution Date: 3/4/2010 9:30:00AM FA Status: Completed
 Resolution: upon arrival meter was running.....knocked on door no answer....then i noticed water hose was on enough to keep meter running ...turned off hose and meter stopped....tagged door with all findings...lrg.

Sub Division: 368 FA ID: 2356410334
 Account #: 2356410000 Customer Name: BERK,AILEEN Phone #: (407) 869-4439
 Address: 104 AUTUMN DR CSR: Isabel Ceballos Operator: Matthew Morrell

Entry Date: 3/19/2010 8:43:19AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Call customer to schedule a meter field test, customer's son must be present. He doesn't believe that a running hose will add up to 60,000 plus gallons of water. He said front yard would be flooded. Call Michael Lane 386-943-0912 /ic

Due Date: 3/22/2010 6:00:00PM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed
 Resolution: SPOKE TO CUSTOMER AND EXPLAINED EVERYTHING TO HER AND THEY WERE SATISFIED AND DIDNT WANT THE METER TESTED.. MM

Sub Division: 368 FA ID: 2572700663
 Account #: 2572700000 Customer Name: DLEANY,TERRANCE C Phone #: (407) 310-5702
 Address: 108 RIDGEWOOD DR CSR: Kimberly Bennett Operator: Rodel Hermano

Entry Date: 3/9/2010 9:06:16AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 3/06/10 CUST CALLED AFTER HRS TO A/S DUE TO LEAK CAN'T SHUT OFF THE WATER. KIM

Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed
 Resolution: shut water off for the customer

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 2704110361
 Account #: 2704110000 Customer Name: SMETANA,STEPHEN Phone #: (407) 788-9384
 Address: 544 ALBANY PL CSR: Matthew Chandler Operator: Leroy Grainger
 Entry Date: 1/5/2010 10:05:40AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A LEAK IN FRONT OF HIS HOUSE WITH WATER COMING OUT OF THE GROUND, NO WATER IN HOUSE. PAGED TO JEFF P. THANKS. MC
 Due Date: 1/5/2010 6:00:00PM Resolution Date: 1/5/2010 11:30:00AM FA Status: Completed
 Resolution: leak on customer side...turn off water per customer...lrg

Sub Division: 368 FA ID: 2537400086
 Account #: 2537400000 Customer Name: KLEIN,ESTELLE Phone #: (407) 332-7693
 Address: 107 DES PINAR LN CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 2/1/2010 12:13:40PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUSTOMER CALLED STATED THAT 'WATER PRESSURE IS LOW'..**LORIE M. *I CALLED JIM SWEIGHEIMER TO SEE IF PLANT ISSUE**NO ISSUE @ CURRENT WITH PLANT**JOHN MARINELLI WILL SEND TECH OUT FOR PRESSURE CHECK @ METER. LORIE M. 2-1-2010 1:14P.M.
 Due Date: 2/1/2010 6:00:00PM Resolution Date: 2/1/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMER HAS LEAK OUTSIDE HOME AND THAT WHAT WAS CAUSING LOW PRESSURE, INFORMED TO CALL PLUMBER.. KEV

Sub Division: 368 FA ID: 2609100270
 Account #: 2609100000 Customer Name: KELLY,LISA Phone #: (407) 774-3254
 Address: 212 TIMBERCOVE CIR CSR: Ann Raponi Operator: Rodel Hermano
 Entry Date: 3/4/2010 7:35:48AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED AFTERNOON TO TURN SERVICE BACK ON- PLUMBER COULD NOT TURN ON. CUSTOMER IS AWARE OF AFTER HOUR CHRG PER RODEL- AMR/JAM
 Due Date: 3/3/2010 6:00:00PM Resolution Date: 3/3/2010 8:00:00PM FA Status: Completed
 Resolution: TURNED ON FOR CUSTOMER.. RRH

Sub Division: 368 FA ID: 3040500351
 Account #: 3040500000 Customer Name: WORRELL,JOHN R Phone #: (407) 869-0099
 Address: 103 E WYNDHAM CT CSR: Florida Temp 3 Operator: Kevin Cooper
 Entry Date: 3/5/2010 7:52:34AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER REPORTING POSSIBLE WATER MAIN BREAK, PLEASE CONTACT MR. WORRELL 407.869.0099
 Due Date: 3/5/2010 6:00:00PM Resolution Date: 3/5/2010 12:00:00AM FA Status: Completed
 Resolution: LEAK ON SERVICE LINE AT THE MAIN AND TURNED OFF CORP STOP AND REPLACED 3/4" PIECE OF POLU OFF MAIN.. KC,RRH,MM

Sub Division: 368 FA ID: 2909110033
 Account #: 2909110000 Customer Name: BALASH,STEVE Phone #: (407) 869-0469

Customer Complaints 01/01/2010 to 12/31/2010

Address: 255 E HORNBEAM DR CSR: Isabel Ceballos Operator: Leroy Grainger
 Entry Date: 1/13/2010 2:20:07PM SO Type: HIBILL
 Instructions: Re-read meter and check for leaks. Very high cons. Tag door w/findings. /ic
 Due Date: 1/14/2010 6:00:00PM Resolution Date: 1/14/2010 9:05:00AM FA Status: Completed
 Resolution: no leaks detected....previous read incorrect....correct read is 2577020....lrg...tagged door with findings.

Sub Division: 368 FA ID: 3055300808
 Account #: 3055300000 Customer Name: HAMRICK,WILLIAM Phone #: (407) 774-1055
 Address: 421 TIMBER RIDGE DR CSR: Isabel Ceballos Operator: Leroy Grainger
 Entry Date: 1/13/2010 2:37:43PM SO Type: HIBILL
 Instructions: Re-read meter. Customer complaining of high cons. Tag door /ic
 Due Date: 1/14/2010 6:00:00PM Resolution Date: 1/14/2010 8:45:00AM FA Status: Completed
 Resolution: no leaks detected...tagged door with findings...lrg

Sub Division: 368 FA ID: 2942600539
 Account #: 2942600000 Customer Name: CLIFTON,PAUL E Phone #: (407) 682-5325
 Address: 1232 BELLA VISTA CIR CSR: Lorie Mayeski Operator: Thomas Keys
 Entry Date: 2/11/2010 12:50:05PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED WOULD LIKE PLANT MANAGER TO CALL HER ABOUT HER WATER QUALITY. I FORWARDED CUSTOMER'S INFORMATION TO SCOTT GOSNELL @ 1:49 P.M.* PHONE # GIVEN 407-865-5681
 Due Date: 2/11/2010 6:00:00PM Resolution Date: 2/12/2010 12:00:00AM FA Status: Completed
 Resolution: called customer and they just moved to the states and i explained how the water was pumped and filtered and disinfected and she wanted to know why she didn't get any information on this.. scott gosnell will deliver a CCR. Tom Keys

Sub Division: 368 FA ID: 2807210587
 Account #: 2807210000 Customer Name: FINOCCHIARO,HAROLD Phone #: (407) 772-4729
 Address: 263 NEW WATERFORD PL CSR: Isabel Ceballos Operator: Shawn Ebert
 Entry Date: 1/7/2010 9:26:15AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called answering service on 1-2-10 and reported sewage backup. /ic
 Due Date: 1/8/2010 6:00:00PM Resolution Date: 1/2/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED MAIN LINES AND THEY WERE CLEAR. INFORMED CUSTOMER IT WAS A BLOCKAGE IN HIS LINE AND TO CALL A PLUMBER.. SE

Sub Division: 368 FA ID: 2866700022
 Account #: 2866700000 Customer Name: CUTLIP,WALTER Phone #: (407) 862-4214
 Address: 1103 CAMBRIDGE CT CSR: Lorie Mayeski Operator: Leroy Grainger
 Entry Date: 1/26/2010 9:42:35AM SO Type: M-REREAD
 Instructions: CUSTOMER CALLED NOTICED PAST TWO METER READS ARE LOW. LAST READ REGISTERED '0'

Customer Complaints 01/01/2010 to 12/31/2010

USAGE. IT APPEARS THAT METER IS STUCK. PLEASE RE-READ METER AND LEAVE COMMENTS FOR RECORD. CALL OFFICE AND SPEAK WITH LORIE.

Due Date: 1/27/2010 6:00:00PM Resolution Date: 1/27/2010 11:35:00AM FA Status: Completed

Resolution: meter is stuck ...please generate field act. for meter exchange...lrg.

Sub Division: 368

FA ID: 3220510593

Account #: 3220510000

Customer Name: MAYESKI JR,PAUL

Phone #: (407) 721-2005

Address: 152 HOLDERNESS DR

CSR: Jacqueline Sillitoe

Operator: Jonathan Pennington

Entry Date: 2/15/2010 8:19:35AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: LOTS OF WATER COMING UP FROM CUSTOMER'S YARD AND NEIGHBOR'S YARD. DISP TO ON CALL (JON PENNINGTON). JMC (02/11/2010 A.M.)

Due Date: 2/16/2010 12:00:00AM Resolution Date: 2/11/2010 12:00:00AM FA Status: Completed

Resolution: LEAK ON CUSTOMER SIDE SHUT METER OFF FOR CUSTOMER AND INFORMED IT WAS THEIR LEAK..JP

Sub Division: 368

FA ID: 3209900877

Account #: 3209900000

Customer Name: PETRILLI,ELEANOR

Phone #: (407) 774-8856

Address: 358 WINCHESTER CT

CSR: Florida Temp 2

Operator: Rodel Hermano

Entry Date: 3/10/2010 1:16:19PM

SO Type: M-SIO

Request Type: Repair/Replace Meter Box

Instructions: Caller states water meter cover is broken. Please replace if needed/chh

Due Date: 3/11/2010 6:00:00PM Resolution Date: 3/11/2010 8:33:00AM FA Status: Completed

Resolution: REPLACED METER BOX LID...RRH

Sub Division: 368

FA ID: 3463210802

Account #: 3463210000

Customer Name: GORING,RICHARD H

Phone #: (407) 332-8455

Address: 119 FOXRIDGE RUN

CSR: Lorie Mayeski

Operator: Leroy Grainger

Entry Date: 2/4/2010 2:43:22PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUSTOMER CALLED REQUESTED THAT WE LUBE AND EXERCISE THE METER VALVE SO IT WOULD MOVE MORE FREELY. THANKS, LORIE M. 2-4-2010 LEAVE TAG ON DOOR LETTING CUSTOMER KNOW THAT YOU WERE THERE

Due Date: 2/5/2010 6:00:00PM Resolution Date: 2/5/2010 8:10:00AM FA Status: Completed

Resolution: lubricated and exercised curb stop valve...tagged door with findings..lrg

Sub Division: 368

FA ID: 3877610784

Account #: 3877610000

Customer Name: REEP,KYLE W

Phone #: (407) 788-8835

Address: 111 HARROGATE CT

CSR: Matthew Chandler

Operator: Shawn Ebert

Entry Date: 1/7/2010 7:41:21AM

SO Type: M-SIO

Request Type: Water Service Line Break

Instructions: CUST CALLED IN A WATER LINE BREAK BEFORE THE MTR. PAGED TO JOHN M. THANKS. MC

Due Date: 1/7/2010 6:00:00PM Resolution Date: 1/7/2010 10:45:00AM FA Status: Completed

Resolution: 1" POLY SERVICE LINE LEAK BEFORE CUST. METER REPAIRED WITH WRAP AROUND CLAMP , SME & KC

Sub Division: 368

FA ID: 3922410418

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 3922410000 Customer Name: JORDAN,JOSEPH Phone #: (407) 774-4204
 Address: 501 N SWEETWATER BLVD CSR: Florida Temp 2 Operator: Matthew Morrell

Entry Date: 3/2/2010 11:03:14AM SO Type: M-SIO Request Type: General Investigation
 Instructions: SHERRY BROWN WITH SEMINOLE COUNTY ROAD DEPT CALLED IN FOR CUST. WATER IS GUSHING UP OUT OF THE GROUND FROM THE SIDEWALK IN FRONT OF CUST HOUSE.

Due Date: 3/2/2010 6:00:00PM Resolution Date: 3/12/2010 12:00:00AM FA Status: Completed
 Resolution: THERE WAS NO WATER GUSHING OUT. SIDEWALK IS BROKEN AND SINKING AND WE CHECKED MANHOLE NEAR BY FOR BROKEN LINE AND WE DIDNT HAVE ANYTHING WRONG.. KEV

Sub Division: 368 FA ID: 3884400185

Account #: 3884400000 Customer Name: CHIN,CLIFFORD Phone #: (407) 333-0326
 Address: 2164 BLUE IRIS PL CSR: Isabel Ceballos Operator: Leroy Grainger

Entry Date: 2/15/2010 8:50:05AM SO Type: HIBILL
 Instructions: Customer complaining of high usage. Read meter & check for leaks. Does it look like something has been happening here different, like new sod? Tag door w/findings. /ic

Due Date: 2/16/2010 6:00:00PM Resolution Date: 2/16/2010 7:50:00AM FA Status: Completed

Resolution: entire yard is new sod and they have been watering it...no leaks detected...tagged door with findings. It is a very big yard...lrg.

Sub Division: 368 FA ID: 3987510005

Account #: 3987510000 Customer Name: WEKIVA PRESBYTERIAN CHURCH Phone #: (407) 869-1608
 Address: 211 WEKIVA SPRINGS LN CSR: Florida Temp 3 Operator: Matthew Morrell

Entry Date: 2/17/2010 9:32:24AM SO Type: HIBILL
 Instructions: REREAD METER AND CHECK FOR LEAKS, CUSTOMER SAYS BILL HAS ALMOST DOUBLED AND THINKS SOMETHING IS WRONG. THANKS KAP

Due Date: 2/18/2010 6:00:00PM Resolution Date: 2/28/2010 8:40:00AM FA Status: Completed

Resolution: PROP MANAGER (407-733-0626). REREAD METER AND CHECK FOR LEAKS THANKS KAP
 Read meter and checked for leaks. Not sure if there is a leak or not in custs lines since there were people at the church and the day care is open. Also this is a sewer only account.

Sub Division: 368 FA ID: 4338200741

Account #: 4338200000 Customer Name: HART,MELVIN G Phone #: (407) 774-7024
 Address: 545 WOODVIEW DR CSR: Kimberly Bennett Operator: Kevin Cooper

Entry Date: 2/8/2010 7:51:59AM SO Type: M-SIO Request Type: General Investigation

Instructions: 2/7/10 - Customer called after hours due to leak at meter. Paged to on call. Kim

Due Date: 2/8/2010 6:00:00PM Resolution Date: 2/8/2010 12:00:00AM FA Status: Completed

Resolution: REPAIRED BROKEN BLOW OFF WITH NEW PVC BLOW OFF AND 2" VALVE FOR BLOW OFF EXTENDING IT OUT FRON DRIVEWAY AND SET NEW BOX OVER BO.. KEV

Sub Division: 368 FA ID: 4354300525

Account #: 4354300000 Customer Name: ALLARD,LAUREN Phone #: (407) 616-4280

Customer Complaints 01/01/2010 to 12/31/2010

Address: 1731 MARKHAM GLEN CIR CSR: Jacqueline Sillitoe Operator: Kevin Cooper
 Entry Date: 1/12/2010 7:20:49AM SO Type: M-SIO Request Type: General Investigation
 Instructions: NO WATER. JOHN M. DISP TO CHECK SERVICE.
 Due Date: 1/12/2010 12:00:00AM Resolution Date: 1/12/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED CUSTOMERS SERVICE AND FOUND THAT HER SERVICE WAS OK BUT HER LINE GOING INTO HER HOUSE WAS FROZEN. OPENED HOSE BIB OUT FRONT AND FLUSHED ICE OUT TO GET HER WATER FLOWING AGAIN.. KEV

Sub Division: 368 F FA ID: 4416200875
 Account #: 4416200000 Customer Name: HARVEY,PAMELA Phone #: (407) 865-5685
 Address: 221 HICKORY DR CSR: Florida Temp 2 Operator: Rodel Hermano
 Entry Date: 3/30/2010 11:07:17AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Cust called reporting low pressure. Please tag door with results. Called to Kevin @12:07. DSD
 Due Date: 3/30/2010 6:00:00PM Resolution Date: 3/30/2010 12:00:00AM FA Status: Completed
 Resolution: TOOK PRESSURE AT HOSE BIB OUT FRONT AND GOT 70 PSI. TAGGED DOOR TO CHECK PLUMBING INSIDE OR WATER SOFTENER IF ANY.. RRH

Sub Division: 368 FA ID: 4607110309
 Account #: 4607110000 Customer Name: MONTALDO,CHRISTOPHE V Phone #: (407) 468-2328
 Address: 105 MAGNOLIA LAKE CT CSR: Leanne Loeffel Operator: Jonathan Pennington
 Entry Date: 2/9/2010 1:38:46PM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer has no water, they already checked things on their side. Paged to John M. Thanks, Leanne
 Due Date: 2/9/2010 6:00:00PM Resolution Date: 2/9/2010 12:00:00AM FA Status: Completed
 Resolution: SHUT WATER OFF DUE TO LEAK ON CUSTOMERS SIDE OF WATER LINE AT THE CORNER OF THE HOUSE.CUSTOMER INFORMED BY JOHN M. R- 335260.J.P.

Sub Division: 368 FA ID: 4756800306
 Account #: 4756800000 Customer Name: CHIARENZA,CHARLES J Phone #: (407) 869-0600
 Address: 215 STEVENAGE DR CSR: Florida Temp Operator: Kevin Cooper
 Entry Date: 3/22/2010 8:14:50AM SO Type: M-SIO Request Type: General Investigation
 Instructions: PM SVC CALL PLEASE. CUST STATES BROWN WATER PUDDLE IN REAR YARD SEVERAL MONTHS. WATER USAGE IS STABLE. PLEASE CALL 407-869-0600 WHEN EN ROUTE. THANKS/TINA
 Due Date: 3/23/2010 6:00:00PM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMER HAS AREA IN BACK YARD THAT APPEARS TO BE A TREE STUMP THAT IS ROTTING AWAY CAUSING A DEPRESSION. INFORMED CUSTOMER AND WE DUG UP PIECES OF TREE FROM AREA.. KEV

Sub Division: 368 FA ID: 4815010280
 Account #: 4815010000 Customer Name: RANGANATHAN,SAM Phone #: (407) 260-8227
 Address: 1600 DIXON RD CSR: Leanne Loeffel Operator: Kevin Cooper
 Entry Date: 2/5/2010 7:35:31AM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: customer states there is a water leak, leaking out into road, he does not think it is his pipe but a pipe on his property that is in maybe the easement, correct ph# on account. Paged to John M. Thanks, Leanne

Due Date: 2/5/2010 6:00:00PM Resolution Date: 2/5/2010 12:00:00AM FA Status: Completed

Resolution: LEAK ON CUSTOMERS PVC LINE FROM METER. COULD NOT SHUT CURBSTOP OFF ALL THE WAY SO WE CHANGED OUT 2" CURBSTOP AND PLUMBED METER BACK IN..KEV

Sub Division: 368 FA ID: 4815010013

Account #: 4815010000 Customer Name: RANGANATHAN,SAM Phone #: (407) 260-8227

Address: 1600 DIXON RD CSR: Florida Temp 4 Operator: Kevin Cooper

Entry Date: 2/16/2010 9:29:43AM SO Type: M-SIO Request Type: General Investigation

Instructions: LEAK AT METER, CUST CALLED AFTER HOURS. PLEASE INVESTIGATE AND TAG DOOR WITH RESULTS. THANKS TAS

Due Date: 2/16/2010 6:00:00PM Resolution Date: 2/16/2010 12:00:00AM FA Status: Completed

Resolution: REPAIRED CUSTOMERS LINE AT POINT OF CONNECTION TO METER BECAUSE WE TIED HIS METER IN ABOUT 2 WEEKS AGO WHEN WE REPLACED HIS CURBSTOP.. KEV

Sub Division: 368 FA ID: 4910410560

Account #: 4910410000 Customer Name: GILLION,JOHN Phone #: (407) 913-3320

Address: 600 SWEETWATER CREEK CT CSR: Leanne Loeffel Operator: Kevin Cooper

Entry Date: 2/2/2010 1:25:45PM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: customer has active sewer backup, paged to John M. Thanks, Leanne

Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 2:00:00PM FA Status: Completed

Resolution: went by the house - checked the cleanout by the sidewalk -clear knocked on the door boy home explained everything looks good on our side

Sub Division: 368 F5F FA ID: 4860300017

Account #: 4860300000 Customer Name: BROWN,BARBARA Phone #: (407) 788-2670

Address: 107 HATFIELD CT CSR: Kimberly Bennett Operator: Kevin Cooper

Entry Date: 2/8/2010 1:48:20PM SO Type: M-SIO Request Type: General Investigation

Instructions: SCOTT G - MR. BROWN CALLED DUE TO HARDNESS OF WATER CAUSED PARTICLES TO CLOGG DISHWASHER DRAIN. CUST HAS TO BY NEW DISHWASHER. WANTS MANAGER TO CALL. KIM

Due Date: 2/8/2010 6:00:00PM Resolution Date: 2/10/2010 12:00:00AM FA Status: Completed

Resolution: SENT TO SCOTT AND HE INFORMED US THAT HE IS WORKING WITH THE CUSTOMER TO RESOLVE ISSUE..KEV

Sub Division: 368 FA ID: 5222900492

Account #: 5222900000 Customer Name: MENA,NOELLE Phone #: (407) 788-3394

Address: 111 SHELLIE CT CSR: Ferrellyn Trovinger Operator: Leroy Grainger

Entry Date: 1/28/2010 10:26:02AM SO Type: HIBILL

Instructions: PLEASE RE-READ METER AND CHECK FOR LEAKS, CUSTOMER IS CONCERNED THAT HIS WATER USASAGE HAS DOUBLED THEIR USAGE SINCE SEPT 09' WORRIED FOR LEAKS .

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 1/29/2010 6:00:00PM Resolution Date: 1/29/2010 10:15:00AM FA Status: Completed
 Resolution: no answer at door ...meter was running upon arrival...but don't know if they were using water or not ...if they were not using water then they have a leak...tagged door with all findings...lrg.

Sub Division: 368 FA ID: 5094410979
 Account #: 5094410000 Customer Name: SAADY,PAUL Phone #: (407) 788-3205
 Address: 309 FOX VALLEY DR CSR: Leanne Loeffel Operator: Rodel Hermano
 Entry Date: 2/12/2010 10:06:09AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer has a meter in the "swale" that has sunk in pretty deep. It is now a safety hazard. Check it out and schedule repair. Please tag door that you were there. Thanks, Leanne

Due Date: 2/15/2010 6:00:00PM Resolution Date: 2/15/2010 7:30:00AM FA Status: Completed
 Resolution: DUG UP BOX AND RAISED IT UP LEVEL TO THE GROUND TO AVOID TRIPPING FROM IT...TAGGED DOOR..RH

Sub Division: 368 FA ID: 5136410017
 Account #: 5136410000 Customer Name: ESTEVES,SYLVIA Phone #: (718) 288-2550
 Address: 149 TOLLGATE TRL CSR: Matthew Chandler Operator: Matthew Morrell
 Entry Date: 1/7/2010 2:45:15PM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN WITH A BUSTED WATER PIPE, SOUNDS LIKE IT IS ON HIS SIDE, PAGED TO JOHN M.

Due Date: 1/7/2010 6:00:00PM Resolution Date: 1/7/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED LEAK AND FOUND IT TO BE ON CUSTOMER SIDE, SHUT OFF METER AND INFORMED CUSTOMER TO CALL A PLUMBER. MATT

Sub Division: 368 FA ID: 5338500225
 Account #: 5338500000 Customer Name: ELEKMAN, LLOYD Phone #: (407) 774-1668
 Address: 252 SPRINGSIDE RD CSR: Matthew Chandler Operator: Donna Brown
 Entry Date: 3/17/2010 3:55:45PM SO Type: HIBILL
 Instructions: REREAD MTR AND CHK FOR LEAKS, THANKS.MC

Due Date: 3/18/2010 6:00:00PM Resolution Date: 3/18/2010 10:15:00AM FA Status: Completed
 Resolution: Read. No leaks detected. DB

Sub Division: 368 FA ID: 5350900566
 Account #: 5350900000 Customer Name: ESPINOZA,LOUELLA Phone #:
 Address: 209 AMBERGATE CT CSR: Matthew Chandler Operator: Kevin Cooper
 Entry Date: 1/11/2010 9:57:34AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN WATER BUBBLING UP IN THE STREET, PAGED TO JOHN M. MC

Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed
 Resolution: replaced 2' of 1.25" poly and McDonald brass coupling on corp with comp coupling on poly.. kev

Sub Division: 368 FA ID: 5454200901

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 5454200000 Customer Name: PAULK, ED Phone #: (407) 923-3648
 Address: 176 WILLOWCREEK CV CSR: Lorie Mayeski Operator: John Marinelli
 Entry Date: 1/4/2010 12:07:48PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUSTOMER CALLED STATED THAT WATER PRESSURE IS LOW. CALLED PLANT NOTHING OCCURING AT PLANT. INVESTIGATE. THANKS, LORIE M. 1-4-2010*CALLED OUT TO JOHN MARINELLI @ 1:07 P.M.*
 Due Date: 1/4/2010 6:00:00PM Resolution Date: 1/4/2010 11:00:00AM FA Status: Completed
 Resolution: Pressure was 60 psi at house. Customer had an inline filter that was causing pressure problems inside the home. advised customer to remove filter..

Sub Division: 368 FA ID: 5645700552
 Account #: 5645700000 Customer Name: MANDRACKEN,DAN Phone #: (407) 341-3546
 Address: 232 CAMBRIDGE DR CSR: Florida Temp 2 Operator: Kevin Cooper
 Entry Date: 2/3/2010 12:16:13PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST CALLED. WATER MAIN BREAK IN FRONT OF HOUSE. WATER IS ORANGE COLORED. DISPATCHED TO DONNA BROWN. THANKS, SJR
 Due Date: 2/3/2010 6:00:00PM Resolution Date: 2/3/2010 12:00:00AM FA Status: Completed
 Resolution: REPAIRED 1" POLY LINE IN ROAD WITH REPAIR CLAMP GOING TO METERS AT 232 AND 234.. KEV

Sub Division: 368 FA ID: 6130410965
 Account #: 6130410000 Customer Name: ORTIZ,JOSE Phone #: (407) 389-0524
 Address: 124 STONEY RIDGE CT CSR: Leanne Loeffel Operator: Shawn Ebert
 Entry Date: 1/5/2010 3:47:20PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says meter box is full of water, please check if there is a leak and if so on whose side. Tag door. Thanks, Leanne
 Due Date: 1/6/2010 6:00:00PM Resolution Date: 1/6/2010 3:20:00PM FA Status: Completed
 Resolution: leak on customer side...customer notified...of findings..

Sub Division: 368 FA ID: 6161600301
 Account #: 6161600000 Customer Name: WALKER,BRUCE Phone #: (407) 788-0321
 Address: 486 SABAL TRAIL CIR CSR: Matthew Chandler Operator: Donna Brown
 Entry Date: 2/18/2010 8:44:02AM SO Type: M-SIO Request Type: Repair/Replace Meter Box
 Instructions: MTR BOX HAS DISAPPEARED. PLEASE REPLACE PER CUST REQUEST. THANKS. MC
 Due Date: 2/19/2010 6:00:00PM Resolution Date: 2/19/2010 10:35:00AM FA Status: Completed
 Resolution: Installed new box. DB

Sub Division: 368 FA ID: 6044300678
 Account #: 6044300000 Customer Name: THE SPRINGS PLAZA Phone #:
 Address: SPRINGS PLAZA/2 CSR: Kimberly Bennett Operator: Shawn Ebert
 Entry Date: 2/2/2010 3:09:29PM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: LYNETTE WITH THE SPRINGS @ 407-862-3047 CALLED DUE TO LEAK ON FAIRWAY WATER SHOOTING UP IN AIR.PAGED TO MARINELLI @ 4:01PM. KIM

Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 4:00:00PM FA Status: Completed

Resolution: checked out meter & found backflow busted- guards shut off backflow -informed to call HOA to do the repair - this is a master meter

Sub Division: 368 FA ID: 6053310097

Account #: 6053310000 Customer Name: SPRINGS COMM ASSOCIATION INC Phone #:

Address: SPGS RDG STBL/MAINT CSR: Lorie Mayeski Operator: Donna Brown

Entry Date: 1/11/2010 10:47:24AM SO Type: M-SIO Request Type: General Investigation

Instructions: METER BOX @ STABLE IS LEAKING. CALLED IN BY HEATHER (407)-862-3881. THANKS, LORIE M. 1-11-2010 CALLED OUT TO JOHN MARINELLI @ 11:44 A.M

Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed

Resolution: backflow busted on customer side. db

Sub Division: 368 FA ID: 6407310267

Account #: 6407310000 Customer Name: ENGLAND,ERVIN M Phone #: (407) 788-9487

Address: 466 LONGMEADOW LN CSR: Jacqueline Sillitoe Operator: Jeff Pinder

Entry Date: 1/4/2010 7:38:34AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUSTOMER AT 470 LONGMEADOW CALLED TO REPORT WATER GUSHING OUT OF THIS HOME YARD NEAR SIDEWALK. METER IS SPINNING. DISP TO FIELD FOR POSSIBLE TURN OFF AND TAG. CUSTOMER IS OUT OF TOWN.

Due Date: 1/4/2010 12:00:00AM Resolution Date: 1/4/2010 9:00:00AM FA Status: Completed

Resolution: Shut water off at meter and spoke with customer. Break is in his PVC line.

Sub Division: 368 FA ID: 6561600199

Account #: 6561600000 Customer Name: MAHAMID,RAMRATTIE Phone #: (407) 767-8277

Address: 101 ROCK LAKE RD CSR: Matthew Chandler Operator: Leroy Grainger

Entry Date: 1/22/2010 2:47:04PM SO Type: HIBILL

Instructions: CUST CALLED COMPLAINING OF HIGH BILL. CHECK FOR LEAKS. TAG DOOR WITH INFORMATION. THANKS, SJR

Due Date: 1/25/2010 6:00:00PM Resolution Date: 1/25/2010 9:00:00AM FA Status: Completed

Resolution: no leaks detected...tagged door with findings...lrg.

Sub Division: 368 FA ID: 6634200826

Account #: 6634200000 Customer Name: WHITFIELD,J H Phone #: (407) 774-7664

Address: 118 TOMOKA TR CSR: Florida Temp 4 Operator: Donna Brown

Entry Date: 2/23/2010 2:49:41PM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. CUSTOMER CALLED COMPLAINING OF HIGH BILL. TAG DOOR WITH RESULTS. THANKS TAS

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 2/24/2010 6:00:00PM Resolution Date: 2/24/2010 8:50:00AM FA Status: Completed

Resolution: Read. Spoke with customer to make sure all water off in home. Re-checked leak indicator which was moving. Advised customer that something leaking on their side. DB

Sub Division: 368 F4T FA ID: 6634200263
 Account #: 6634200000 Customer Name: WHITFIELD,J H Phone #: (407) 774-7664
 Address: 118 TOMOKA TR CSR: Florida Temp 3 Operator: Rodel Hermano
 Entry Date: 2/25/2010 2:45:06PM SO Type: M-SIO Request Type: General Investigation

Instructions: CHECK SHUT OFF VALVE, CUSTOMER SAID A PLUMBER CAME OUT AND TOLD HER THAT THE SHUT OFF VALVE NEEDS TO BE REPLACED AND THAT IT IS AT LEAST 40 YEARS OLD, CUSTOMERS WILL BE HOME, THANKS KAP

Due Date: 2/26/2010 6:00:00PM Resolution Date: 2/26/2010 8:24:00AM FA Status: Completed

Resolution: SPOKE TO THE CUSTOMER AND ADVISED HIM TO USE THE HOUSE VALVE TO DO THE NECESSARY REPAIR. THE GATE VALVE ON THE SERVICE SIDE HAS A MINOR LEAK AND THE CUSTOMER WANTS IT TO BE REPLACED....RRH

Sub Division: 368 F4T FA ID: 6634200834
 Account #: 6634200000 Customer Name: WHITFIELD,J H Phone #: (407) 774-7664
 Address: 118 TOMOKA TR CSR: Florida Temp Operator: Kevin Cooper
 Entry Date: 3/24/2010 10:58:19AM SO Type: M-SIO Request Type: General Investigation

Instructions: WAS THIS DONE? (FROM 2/26 F.A.) THE GATE VALVE ON THE SERVICE SIDE HAS A MINOR LEAK. THE CUSTOMER WANTS IT TO BE REPLACED....RRH/TINA

Due Date: 3/26/2010 6:00:00PM Resolution Date: 3/25/2010 12:00:00AM FA Status: Completed

Resolution: FOUND VALVE FOR CUSTOMERS LINE AND EXPLAINED TO HIM THAT THE VALVE BEHIND METER WAS OUR VALVE THAT HE HAD TO SHUT OFF HIS THAT WE FOUND FOR HIM.. KEV

Sub Division: 368 FA ID: 6824600422
 Account #: 6824600000 Customer Name: SENTNER,KEVIN Phone #: (407) 788-2128
 Address: 2327 SPRINGS LANDING BLVD CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 2/3/2010 10:07:25AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT WATER PRESSURE IS VERY LOW, CUSTOMER'S NUMBER 352-989-0025-DIANE. CALLED OUT TO KEVIN COOPER AT 11:04A.M.*

Due Date: 2/3/2010 6:00:00PM Resolution Date: 2/3/2010 12:00:00AM FA Status: Completed

Resolution: CUSTOMER HAD HOUSE VALVE MOSTLY CLOSED. OPENED IT FOR HER AND INFORMED HER SHE HAD GOOD PRESSURE.. KEV

Sub Division: 368 FA ID: 6836700288
 Account #: 6836700000 Customer Name: REYNOLDS,JACK Phone #: (386) 427-0470
 Address: 312 SMOKERISE BLVD CSR: Isabel Ceballos Operator: Leroy Grainger
 Entry Date: 2/15/2010 9:32:22AM SO Type: M-SIO Request Type: General Investigation

Instructions: Check valve at meter, customer states it's frozen. /ic

Due Date: 2/16/2010 6:00:00PM Resolution Date: 2/16/2010 10:50:00AM FA Status: Completed

Resolution: lubricated and exercised curb stop valve...tagged door with findings...lrg

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 6773700589
 Account #: 6773700000 Customer Name: HENRY,ERIN B Phone #: (407) 869-1886
 Address: 503 S SWEETWATER COVE BLVD CSR: Jacqueline Sillitoe Operator: Jonathan Pennington
 Entry Date: 2/18/2010 12:13:41PM SO Type: M-SIO Request Type: General Investigation
 Instructions: AFTER HOURS CALL 02/13 : LEAK AT MTR
 Due Date: 2/19/2010 12:00:00AM Resolution Date: 2/13/2010 12:00:00AM FA Status: Completed
 Resolution: LEAK WAS ON CUSTOMERS SIDE AND WAS INFORMED OF BY DONNA THE DAY PRIOR. INFORMED HER THAT IT WAS HER RESPONSIBILITY.. JP

Sub Division: 368 FA ID: 6773700947
 Account #: 6773700000 Customer Name: HENRY,ERIN B Phone #: (407) 869-1886
 Address: 503 S SWEETWATER COVE BLVD CSR: Lorie Mayeski Operator: Donna Brown
 Entry Date: 2/12/2010 7:59:16AM SO Type: HIBILL
 Instructions: CUSTOMER CALLED SUSPECTS A LEAK. PLEASE RE-READ METER. CHECK LEAK INDICATOR ON METER. TAG DOOR STATING CURRENT READ AND IF LEAK IS PRESENT LORIE M. 2-12-2010
 Due Date: 2/12/2010 7:59:16AM Resolution Date: 2/12/2010 11:15:00AM FA Status: Completed
 Resolution: Advised customer leak on their side. Read. DB

Sub Division: 368 FA ID: 6787310909
 Account #: 6787310000 Customer Name: MOREU,RAFAEL C Phone #: (407) 869-7412
 Address: 106 WILD HOLLY LN CSR: Darlene Hill Operator: Leroy Grainger
 Entry Date: 3/23/2010 1:11:17PM SO Type: HIBILL
 Instructions: PLS RE-READ METER, CST IS CONCERNED WITH THE HIGH USAGE AND REQ A RE-READ. THANKS, DARLENE
 Due Date: 3/24/2010 12:00:00AM Resolution Date: 3/24/2010 8:00:00AM FA Status: Completed
 Resolution: no leaks detected...tagged door with read and findings...lrg

Sub Division: 368 FA ID: 6798010024
 Account #: 6798010000 Customer Name: MALO,WALTER Phone #: (407) 869-8612
 Address: 310 BRIXHAM HARBOUR CLS CSR: Kimberly Bennett Operator: Donna Brown
 Entry Date: 2/24/2010 10:15:37AM SO Type: HIBILL
 Instructions: CUST CALLED DUE TO HIGH USAGE. READ AND CHECK FOR LEAKS. TAG WITH FINDINGS. KIM
 Due Date: 2/25/2010 6:00:00PM Resolution Date: 2/24/2010 1:55:00PM FA Status: Completed
 Resolution: No. leaks detected. Spoke to customer. DB

Sub Division: 368 FA ID: 7225200810
 Account #: 7225200000 Customer Name: ALESSANDRO,VINCENZA Phone #: (407) 331-8006
 Address: 190 TOLLGATE TRL CSR: Lorie Mayeski Operator: Kevin Cooper

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 3/12/2010 12:36:38PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT WATER IS SMELLY TODAY. CUSTOMER WENT TO WASH HANDS, AND THE SMELL OF THE WATER SMELL HAS SATURATED IN HER HANDS. PLEASE INVESTIGATE. THANKS, LORIE M. 3-12-2010 CALLED OUT TO JIM SWEGHEIMER HE STATED HE WILL CONTACT CUST.1:36PM

Due Date: 3/12/2010 6:00:00PM Resolution Date: 3/12/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED CHLORINE AND GOT 1.5 RESIDUAL AT HOSE BIB AND RAN WATER IN 2 SINKS INSIDE AND DIDNT "SMELL LIKE SEWAGE" DID NOT NOTICE ANY SMELL IN HOUSE. INFORMED CUSTOMER TO TAKE A SAMPLE IN A JAR IF IT HAPPENS AGAIN AND GIVE TO US THE NEXT BUSINESS DAY.. JS

Sub Division: 368 FA ID: 7202310008

Account #: 7202310000 Customer Name: DAVIS,ROBERT Phone #: (407) 682-1912

Address: 891 CUTLER RD CSR: Kimberly Bennett Operator: Donna Brown

Entry Date: 1/13/2010 7:19:46AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST CALLED A/S HAS LEAK OUTSIDE & NO WATER. PAGED TO ONCALL. KIM

Due Date: 1/13/2010 6:00:00PM Resolution Date: 1/13/2010 8:35:00AM FA Status: Completed

Resolution: Turned off water per customer request due to leak on property. Could not get read due to excessive water.

Sub Division: 368 FA ID: 7017410723

Account #: 7017410000 Customer Name: KARLESKINT,DONNA Phone #: (407) 339-2572

Address: 133 WEATHERVANE WAY CSR: Lorie Mayeski Operator: Kevin Cooper

Entry Date: 1/25/2010 9:16:12AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT THERE IS A LEAK AT THE METER, BETWEEN THE METER AND THE STREET. PLEASE INVESTIGATE. THANKS, LORIE M. 1-25-2020*CALLED OUT TO JOHN MARINELLI @ 10:16 A.M.*

Due Date: 1/25/2010 6:00:00PM Resolution Date: 1/25/2010 11:00:00AM FA Status: Completed

Resolution: Leak on poly line going to galv. tee going to meters at 131 and 133. Replaced all galv. and curb stops to both meters with poly and brass fittings.. KEV

Sub Division: 368 FA ID: 7398310669

Account #: 7398310000 Customer Name: KENNEY,RONALD L Phone #: (407) 788-6300

Address: 113 WILD HOLLY LN CSR: Lorie Mayeski Operator: Kevin Cooper

Entry Date: 2/2/2010 7:56:12AM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: CUSTOMER CALLED STATED HE HAS A SEWER BACK UP. PLEASE INVESTIGATE. THANKS, LORIE M. 2-2-2010*CALLED OUT TO JOHN MARINELLI @ 8:55A.M.*

Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED LINES IN STREET, THEY WERE CLEAR, CUST IS ONLY ONE HAVING PROBLEM. INFORMED TO CALL PLUMBER TO CLEAR. IF HE THINKS IT IS IN OUR LINE TO SCHEDULE A TV CAMERA.. KEV

Sub Division: 368 FA ID: 7406300672

Account #: 7406300000 Customer Name: RUSSELL,STANLEY Phone #: (407) 332-6921

Address: 125 ROSE BRIAR DR CSR: Kimberly Bennett Operator: Donna Brown

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 1/11/2010 11:28:26AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED DUE TO LEAK BEFORE METER ON OURSIDE PAGED TO MARINELLI @ 12:28PM.
 KIM
 Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/12/2010 9:00:00AM FA Status: Completed
 Resolution: went to house & customer stated they did not call any leak

Sub Division: 368 FA ID: 7298110624
 Account #: 7298110000 Customer Name: TUDHOPE,WALLACE Phone #: (407) 339-5824
 Address: 323 PRESSVIEW AVE CSR: Leanne Loeffel Operator: Leroy Grainger
 Entry Date: 3/8/2010 11:04:22AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer says valve on meter is not working, please lube and exercise. Tag door that work was done.
 Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/9/2010 8:45:00AM FA Status: Completed
 Resolution: lubricated and exercised curb stop valve...tagged door..lrg

Sub Division: 368 FA ID: 7752610515
 Account #: 7752610000 Customer Name: RANKIN,JOHN Phone #: (407) 869-1919
 Address: 10 HORSEMAN CV CSR: Jacqueline Sillitoe Operator: Jonathan Pennington
 Entry Date: 2/18/2010 12:17:47PM SO Type: M-SIO Request Type: General Investigation
 Instructions: AFTER HOURS CALL 02/15 : LEAK @ SIDEWALK IN FRONT OF NEIGHBORS HOUSE.
 Due Date: 2/19/2010 12:00:00AM Resolution Date: 2/15/2010 12:00:00AM FA Status: Completed
 Resolution: FOUND LEAK ON CUSTOMERS LINE AND INFORMED HIM, PLUMBER SHOWED UP UPON ARRIVAL

Sub Division: 368 FA ID: 7659710350
 Account #: 7659710000 Customer Name: MCLAIN,SILVIA Phone #: (407) 682-5374
 Address: 883 SWEETWATER ISLAND CIR CSR: Kimberly Bennett Operator: Donna Brown
 Entry Date: 1/13/2010 7:17:28AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 1/13/10 CUST CALLED A/S BECAUSE OF NO WATER DUE TO BUSTED PIPE. PAGED TO ONCALL. KIM
 Due Date: 1/13/2010 6:00:00PM Resolution Date: 1/13/2010 8:50:00AM FA Status: Completed
 Resolution: Turned water off per customer request due to leak on property. No read due to meter stuck.

Sub Division: 368 FA ID: 7911410087
 Account #: 7911410000 Customer Name: PLD INC Phone #: (888) 903-8935
 Address: 104 STARLING LN CSR: Florida Temp Operator: Kevin Cooper
 Entry Date: 3/11/2010 3:35:36PM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: Cust states toilets work, kitch sink clogged. Plumber states sand in the line. Cust references neighbors
 line repair from August 2007 as cause. Please come in AM and call 888-903-8935 Ms. Roberts when en route.
 Due Date: 3/12/2010 6:00:00PM Resolution Date: 3/12/2010 11:00:00AM FA Status: Completed
 Resolution: EVERYTHING IN UNIT IS WORKING FINE EXCEPT FOR KITCHEN SINK. INFORMED CUSTOMER THAT

Customer Complaints 01/01/2010 to 12/31/2010

HER MAIN LINE IS CLEAR IF EVERYTHING ELSE IS FLOWING. SPOKE W/ PLUMBER/HANDYMAN AND INFORMED HIM. SEDIMENT WAS EGG SHELLS NOT SAND FROM DISPOSAL.. KEV

Sub Division: 368 FA ID: 8078700410
 Account #: 8078700000 Customer Name: BRUCE, LOUIS R Phone #: (407) 862-4416
 Address: 120 E CUMBERLAND CIR CSR: Florida Temp 4 Operator: Jonathan Pennington
 Entry Date: 2/2/2010 12:56:29PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST CLLD OFC ABT BROKEN PIPE LEAK NEAR METER. PLEASE CHECK FOR LEAK. THANKS TAS
 Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 2:00:00PM FA Status: Completed
 Resolution: CHECKED LEAK AND LEAK IS ON CUSTOMERS PVC AT 118 CUMBERLAND NO ONE WAS HOME SO WE SHUT OFF METER AND TAGGED DOOR FOR CUSTOMER TO CALL PLUMBER. JP

Sub Division: 368 FA ID: 8042810614
 Account #: 8042810000 Customer Name: CHASTAIN, DENNIS Phone #:
 Address: 1982 ST ANDREWS PL CSR: Lorie Mayeski Operator: Jonathan Pennington
 Entry Date: 3/1/2010 10:50:59AM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: RECEIVED CALL FROM 'CAROLS STONE @ MASTEC', HE IS WORKING IN/NEAR CUSTOMER'S PROPERTY & CUSTOMER WAS COMPLAINING HAS A SEWER BACK UP. CAROLS WOULD LIKE A UI REP. TO LOCATE SEWER CLEANOUT SO IT CAN BE RESOLVED. THANKS, LORIE M. 3-1-2010*J.MARINELLI@11:45AM
 Due Date: 3/1/2010 6:00:00PM Resolution Date: 3/1/2010 12:00:00AM FA Status: Completed
 Resolution: marked the sewer - cable may have gone thru the customer's sewer line. Mastec is digging it up to satisfy the customer.

Sub Division: 368 FA ID: 8318610471
 Account #: 8318610000 Customer Name: MILHAN, PAUL Phone #: (407) 774-7474
 Address: 820 COVE PARK PL CSR: Isabel Ceballos Operator: Rodel Hermano
 Entry Date: 3/30/2010 7:59:57AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer's meter is full of water. Paged Kevin C /ic
 Due Date: 3/30/2010 6:00:00PM Resolution Date: 3/30/2010 9:50:00AM FA Status: Completed
 Resolution: REPLACED 1" METER GASKETS.:RRH

Sub Division: 368 FA ID: 8356410517
 Account #: 8356410000 Customer Name: CUK, DRAGAN Phone #: (407) 475-9073
 Address: 122 ESSEX DR CSR: Jacqueline Sillitoe Operator: Kevin Cooper
 Entry Date: 3/1/2010 2:39:27PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER SAYS SEWER LINE IS "GOING" TO BACK UP AGAIN. CAMERA LINE HE SAYS. PLEASE CALL 407-310-1835.
 Due Date: 3/2/2010 12:00:00AM Resolution Date: 3/2/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMERS LINE IS CLEAR. DID NOT SEE ANY BLOCKAGE WITH CAMERA. INFORMED CUSTOMER.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 8403810346
 Account #: 8403810000 Customer Name: HELLER, THOMAS R Phone #: (407) 774-8090
 Address: 1340 SUZANNE WAY CSR: Lorie Mayeski Operator: John Marinelli
 Entry Date: 2/5/2010 9:12:51AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT THEY DID NOT HAVE WATER ALL NIGHT ON 2-3-2010. CUSTOMER 'WAS NOT' SCHEDULED FOR DISCONNECT. PLEASE INVESTIGATE AS TO WHY NO WATER IS ON. THANKS, LORIE M. 2-4-2010*CALLED OUT TO J. MARINELLI @ 10:10A.M.*CUST. CELL #407-310-5974
 Due Date: 2/4/2010 6:00:00PM Resolution Date: 2/5/2010 12:00:00AM FA Status: Completed
 Resolution: METER WAS LEFT OFF BY MISTAKE AFTER METER WAS CHANGED OUT. APOLOGIZED TO GUY AND HE UNDERSTOOD AND WAS REAL NICE ABOUT THE MISTAKE.. JAM

Sub Division: 368 FA ID: 8621410491
 Account #: 8621410000 Customer Name: VON HUGEL, MARIE Phone #: (407) 682-5348
 Address: 350 NEW WATERFORD PL CSR: Lorie Mayeski Operator: Donna Brown
 Entry Date: 3/19/2010 9:43:24AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT METER LID APPEARS TO BE BROKEN AND KEEPS FALLING IN THE METER BOX. PLEASE INVESTIGATE. THANKS, LORIE M. 3-19-2010
 Due Date: 3/19/2010 6:00:00PM Resolution Date: 3/22/2010 9:45:00AM FA Status: Completed
 Resolution: Nothing found wrong with meter box lid. DB

Sub Division: 368 FA ID: 8535700425
 Account #: 8535700000 Customer Name: BORRELLI, LORRAINE Phone #: (571) 213-1734
 Address: 234 CAMBRIDGE DR CSR: Matthew Chandler Operator: Kevin Cooper
 Entry Date: 2/3/2010 12:07:00PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST CALLED IN WATER BUBBLING UP FROM UNDER THE ROAD, PAGED TO JOHN M.MC
 Due Date: 2/3/2010 6:00:00PM Resolution Date: 2/3/2010 12:00:00AM FA Status: Completed
 Resolution: REPAIRED 1" SERVICE LINE WITH CLAMP GOING TO METERS AT 232 AND 234 OUT IN STREET.KEV

Sub Division: 368 FA ID: 8657400867
 Account #: 8657400000 Customer Name: MITCHELL, RUSSELL Phone #: (407) 951-5218
 Address: 2170 WOODBRIDGE RD CSR: Matthew Chandler Operator: Jeff Pinder
 Entry Date: 1/5/2010 12:07:53PM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: PROPERTY MANAGER CALLED IN A WATER LINE BREAK BETWEEN 2170 AND 2174 WOODBRIDGE LN. PAGED TO JEFF P. MC
 Due Date: 1/5/2010 6:00:00PM Resolution Date: 1/5/2010 2:30:00PM FA Status: Completed
 Resolution: Replaced 2' of 2" poly.

Sub Division: 368 FA ID: 8430700291
 Account #: 8430700000 Customer Name: MOFFETT, LINDA Phone #: (407) 862-4639
 Address: 183 DUNCAN TRL CSR: Elise Christian Operator: Kevin Cooper
 Entry Date: 2/16/2010 10:49:00AM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST SENT EMAIL ABOUT LEAK AT PROPERTY WITH APPROX 20 GPM WATER RUNNING. SHE SAID THAT SHE CALLED AFT HRS AND SPOKE TO TECH THAT WOULD BE OUT TODAY.PAGED TO JM (EC)

Due Date: 2/16/2010 12:00:00AM Resolution Date: 2/16/2010 12:00:00AM FA Status: Completed

Resolution: REPLACED BROKEN 1" POLY TO METER FROM MAIN WITH NEW METER AND CURBSTOP AND COMPRESSION NUT ON CORP... KEV, MATT, RODELL

Sub Division: 368 FA ID: 8842610499

Account #: 8842610000 Customer Name: ANDERSON,KIM Phone #: (407) 260-1775

Address: 9 HORSEMAN CV CSR: Florida Temp 3 Operator: Kevin Cooper

Entry Date: 3/1/2010 12:22:33PM SO Type: M-SIO Request Type: General Investigation

Instructions: PLEASE CHECK METER, IS GUSHING WATER AGAIN, THANKS KAP

Due Date: 3/3/2010 6:00:00PM Resolution Date: 3/1/2010 12:00:00AM FA Status: Completed

Resolution: CUSTOMER AT 10 HORSEMANS COVE HAD A LEAK ON PVC PIPE GOING TO IRRIGATION. SHUT OFF METER AND INFORMED CUSTOMER AT THAT ADDRESS THAT IT WAS ON THEIR SIDE AND WAS THEIR RESPONSIBILITY TO MAKE REPAIR.. KEV

Sub Division: 368 FA ID: 9019300258

Account #: 9019300000 Customer Name: VICENTY,CATHERINE Phone #: (407) 331-0231

Address: 273 TOLLGATE TRL CSR: Kimberly Bennett Operator: James Swegheimer

Entry Date: 1/11/2010 7:21:52AM SO Type: M-SIO Request Type: Discolored Water

Instructions: 1/11 - CUST CALLED A/S DUE TO BROWN WATER. PAGED TO ONCALL. KIM

Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed

Resolution: WENT TO RESIDENCE AND FOUND NO ONE HOME TESTED CHLORINE AND RAN WATER AND IT WAS CLEAR. CALLED CUSTOMER WITH INFO

Sub Division: 368 FA ID: 9423300625

Account #: 9423300000 Customer Name: MOSHER/MINTON,TIMOTHY J Phone #: (407) 862-6564

Address: 109 TEDWORTH CT CSR: Linette Orengo Operator: Kevin Cooper

Entry Date: 1/10/2011 7:37:22AM SO Type: M-SIO Request Type: General Investigation

Instructions: cust. stated sewer is backing up into his home. paged Kevin./LIO FL

Due Date: 1/10/2010 6:00:00PM Resolution Date: 1/10/2011 12:00:00AM FA Status: Completed

Resolution: CUSTOMER CLEARED HIS LINE HIMSELF, CAMERA LINE AND FOUND PROBLEM IN CUSTOMERS PIPE THAT WAS APPROX, 12 FEET FROM CLEANOUT NEAR DRIVEWAY, AND IS HIS RESPONSIBILITY. KEV

Sub Division: 368 FA ID: 9315600449

Account #: 9315600000 Customer Name: ANNIS,JAMES Phone #: (407) 260-0509

Address: 1413 CANAL POINT RD CSR: Jacqueline Sillitoe Operator: Rodel Hermano

Entry Date: 2/25/2010 9:00:04AM SO Type: M-SIO Request Type: General Investigation

Instructions: WATER LEAK AT RD. DISP TO FIELD. (IN FRONT OF 1417 CANAL)

Due Date: 2/25/2010 12:00:00AM Resolution Date: 2/25/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: NO SIGN OF LEAK UPON ARRIVAL AT SITE, I ASSUME A BUSTED IRRIGATION LINE AT 1418 CANAL POINT FROM THE WATER MARKS ON THE CURBRRH

Sub Division: 368 FA ID: 9293310067
 Account #: 9293310000 Customer Name: MARTIN,RAE Phone #: (407) 869-1137
 Address: 108 E SWEETWATER CREEK DR CSR: Jacqueline Sillitoe Operator: Matthew Morrell
 Entry Date: 1/21/2010 7:26:27AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER'S NEIGHBOR CALLED AND STATED THAT BREAK IN WATER LINE ON OUR SIDE. DISP TO FIELD.

Due Date: 1/21/2010 12:00:00AM Resolution Date: 1/21/2010 12:00:00PM FA Status: Completed
 Resolution: Found leak in svc line at corp. Replaced 3/4 short side service with new poly. Matt, S.E., K.C.

Sub Division: 368 FA ID: 9876400799
 Account #: 9876400000 Customer Name: PLOEHNJR,JOHN G Phone #: (407) 333-9104
 Address: 2101 BLUE IRIS PL CSR: Isabel Ceballos Operator: Kevin Cooper
 Entry Date: 3/11/2010 11:12:00AM SO Type: HIBILL
 Instructions: Customer's usage has more than doubled. Please re-read meter and check for leaks. Customer says nothing is happening there different. Please call him because he would like to be present when you read meter. /ic
 Due Date: 3/12/2010 6:00:00PM Resolution Date: 3/11/2010 12:00:00AM FA Status: Completed
 Resolution: READ METER AND NO LEAKS DETECTED. CALLED CUSTOMER AND NO ANSWER, LEFT MESSAGE TO CALL. ALSO LEFT DOOR TAG WITH READ TODAY AND TO CHECK IRRIGATION ZONES FOR LEAKS OR BROKEN HEADS.. KEV

Sub Division: 368 FA ID: 9851610681
 Account #: 9851610000 Customer Name: HANDELSMAN,KITTY Phone #: (407) 415-6479
 Address: 8 SLEEPY HOLLOW CV CSR: Ashley Simpson Operator: Kevin Cooper
 Entry Date: 3/23/2010 8:25:47AM SO Type: M-REREAD
 Instructions: Please re-read meters customer said this is insane...Thanks Ashley
 Due Date: 3/23/2010 8:25:47AM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed
 Resolution: cust. had leak on his side on 3/3/10 and he requested water be left on, he didn't realize he would be getting an \$800 bill which he said he could not pay all at once, i informed to call office back and see if someone could help or tell him what to-do

Sub Division: 368 FA ID: 9851610214
 Account #: 9851610000 Customer Name: HANDELSMAN,KITTY Phone #: (407) 415-6479
 Address: 8 SLEEPY HOLLOW CV CSR: Florida Temp 3 Operator: Kevin Cooper
 Entry Date: 3/8/2010 12:08:32PM SO Type: M-SIO Request Type: General Investigation
 Instructions: check leak that may possibly be on our side, customer said there is a leak in his yard and cannot determine where it is coming from thanks kap
 Due Date: 3/8/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: LEAK ON CUST. LINE CUSTOMER REQUESTED METER BE LEFT ON SO HE WOULD HAVE WATER IN HOUSE. LEFT ON FOR HIM.. KEV

Sub Division: 368 FA ID: 3650700799
 Account #: 4849600494 Customer Name: LAZAR,JOHN Phone #: (407) 496-3380
 Address: 109 N PRESSVIEW AVE CSR: Lorie Mayeski Operator: Shawn Ebert
 Entry Date: 1/14/2010 3:19:07PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT HE HAS A LEAK ON HIS PROPERTY AND CANNOT GET METER TURNED OFF. HE REQUESTED THAT WE SEND SOMEONE OUT TO 'TEMPORARILY TURN OFF METER FOR REPAIRS'. LORIE M. 1-14-2010 CALLED OUT TO JOHN MARINELLI @ 4:19 P.M.
 Due Date: 1/14/2010 6:00:00PM Resolution Date: 1/14/2010 5:40:00PM FA Status: Completed
 Resolution: CURB STOP WAS BROKEN , REPLACED 3/4" THREADED C/S , CUST. PLUMBER WILL BE BACK TO MAKE REPAIRS AND IS ABLE TO T/OFF , SME

Sub Division: 368 FA ID: 4421910571
 Account #: 8072516768 Customer Name: Wells-Negre,Jacqueline Phone #: (407) 463-2156
 Address: 2810 SAND LAKE RD CSR: Kimberly Bennett Operator: Donna Brown
 Entry Date: 1/28/2010 8:40:57AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED ABOUT LOW PRESSURE. CHECK VALVE AT METER. CUST HAD PLUMBER OUT YESTERDAY. PAGED TO JM. dsd
 Due Date: 1/28/2010 6:00:00PM Resolution Date: 1/28/2010 10:00:00AM FA Status: Completed
 Resolution: Plumber did not turn water back on completely at meter. Turn on. DB

Sub Division: 368 FA ID: 5386210800
 Account #: 6086732366 Customer Name: ANDRONE,GHEORGHE Phone #: (321) 972-6540
 Address: 360 W HORNBEAM DR CSR: Matthew Chandler Operator: David Nicks
 Entry Date: 2/8/2010 10:16:02AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A LEAK AT THE MTR. PLEASE CHK OUT, PAGED TO JOHN M.MC
 Due Date: 2/8/2010 6:00:00PM Resolution Date: 2/9/2010 8:00:00AM FA Status: Completed
 Resolution: Replaced 1" Curb Stop & 12" section of 3/4" PVC on customer's side of meter..... David Nicks

Sub Division: 368 FA ID: 5419310920
 Account #: 0487401097 Customer Name: Warner,Edward Phone #: (407) 583-7512
 Address: 100 STONEY RIDGE CT CSR: Jacqueline Sillitoe Operator: James Swegheimer
 Entry Date: 1/11/2010 11:46:45AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER HAS GRAY WATER? CHARCOL COLOR. DISP TO FIELD .
 Due Date: 1/11/2010 12:00:00AM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed
 Resolution: SPOKE WITH CUST. PUT UNUSED SOFTENER INTO BYPASS POSITION AND THAT CLEARED PROBLEM.JS

Sub Division: 368 FA ID: 8103410770
 Account #: 0217589606 Customer Name: ASKEW,NOREEN Phone #: (407) 788-0708

Customer Complaints 01/01/2010 to 12/31/2010

Address: 110 SAND PINE LN CSR: Lorie Mayeski Operator: Rodel Hermano
 Entry Date: 1/11/2010 10:10:23AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED WOULD LIKE TO HAVE PLUMBING REPAIRS DONE. HOWEVER, CUSTOMER SAID THAT PLUMBER STATED THAT OUR 'TURN OFF VALVE' AT METER DOES NOT TURN OFF COMPLETELY. PLEASE REPAIR VALVE AT METER. THANKS, LORIE M. 1-11-2010.CALL CUST. AT (407)-788-0708
 Due Date: 1/12/2010 6:00:00PM Resolution Date: 1/14/2010 10:00:00AM FA Status: Completed
 Resolution: changed out curb stop for the customer

Sub Division: 368 FA ID: 5431800131
 Account #: 9815902424 Customer Name: FALSO,JOHN Phone #: (321) 439-1291
 Address: 2013 VANDERBILT PT CSR: Florida Temp 3 Operator: Kevin Cooper
 Entry Date: 3/26/2010 12:47:25PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Water running down the road, appears to be coming from water meters near, 2007 Vanderbilt. kap
 Due Date: 3/26/2010 6:00:00PM Resolution Date: 3/26/2010 12:00:00AM FA Status: Completed
 Resolution: repaired 1 1/2" poly with clamp.. kev

Sub Division: 368 FA ID: 9968500842
 Account #: 0105228297 Customer Name: PADAWER,SCOTT Phone #: (407) 312-6934
 Address: 236 SPRINGSIDE RD CSR: Elise Christian Operator: John Marinelli
 Entry Date: 1/4/2010 11:12:02AM SO Type: M-SIO Request Type: General Investigation
 Instructions: MS. HOOVER SAID THAT THE PLUMBER CAME OUT AND SAID THAT THE BLOCK IS OUR BLOCK.SHE WANTS UI TO MEET W/HER AND THE PLUMBER FOR RESOLUTION. CONT HER @ 407-774-1638 OR CELL 407-310-2850. (EC)
 Due Date: 1/4/2010 12:00:00AM Resolution Date: 1/4/2010 12:00:00AM FA Status: Completed
 Resolution: TV CAMERA CUSTOMERS LINE AND FOUND PROBLEM ON CUSTOMER SIDE, SPOKE WITH CUSTOMER AND SHE ADVISED HER PLUMBER WILL DIG IT UP AND REPAIR

Sub Division: 368 FA ID: 8022800881
 Account #: 1311777332 Customer Name: Ghneim,Basem Phone #: (407) 786-6208
 Address: 249 COBLE DR CSR: Lisa Parsons Operator: Kevin Cooper
 Entry Date: 3/22/2010 11:48:13AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: PLEASE CONTACT AMAL @ 407-786-6208 SHE WOULD LIKE YOU TO CHECK METER AND VALVE WATER PRESSURE IS VERY LOW. THANKS LISA
 Due Date: 3/23/2010 12:00:00AM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed
 Resolution: checked pressure at house and it was good but we did have to replace curb stop at meter (1" with reducer and meter coupling). flushed screen in washer hose of dirt and customer is happy.. kev

Sub Division: 368 FA ID: 1547328651
 Account #: 8113264984 Customer Name: Drafts,William A Phone #: (407) 592-2247
 Address: 746 CRISTALDI WY CSR: Lorie Mayeski Operator: Thomas Keys
 Entry Date: 2/24/2010 7:07:06AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: "NEW" CUSTOEMER AS OF TODAY. CALLED TODAY STATED THAT "WATER SMELLS TERRIBLE". PLEASE INVESTIGATE. THANKS, LORIE M. 2-24-2010*CALLED OUT TO SCOTT GOSNELL @ 8:06 A.M.*

Due Date: 2/26/2010 6:00:00PM Resolution Date: 2/24/2010 12:00:00AM FA Status: Completed

Resolution: PER SCOTT G.- TALKED TO CUSTOMER AND THEY STATED THAT ONLY THE HOT WATER SMELLED AND THAT THE HOUSE SAT EMPTY SINCE JULY 09. TOLD CUSTOMER TO FLUSH HOT WATER HEATER AND HE WILL CALL AGAIN IF THIS CONTINUES

Sub Division: 368 FA ID: 0204910845

Account #: 2003191859 Customer Name: MARTOCCIA,ANTHONY Phone #: (407) 774-4805

Address: 454 SABAL TRAIL CIR CSR: Florida Temp 4 Operator: Donna Brown

Entry Date: 2/10/2010 8:39:27AM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAK. CUSTOMER CALLED COMPLAINING OF HIGH BILL FOR LAST (2) MONTHS. THANKS TAS

Due Date: 2/11/2010 6:00:00PM Resolution Date: 2/11/2010 10:45:00AM FA Status: Completed

Resolution: No leak detected. Read 2287690. DB

Sub Division: 368 FA ID: 3161510140

Account #: 0380100026 Customer Name: CASTILLO,BROWNELL Phone #: (407) 456-2004

Address: 161 TOLLGATE BR CSR: Leanne Loeffel Operator: Matthew Morrell

Entry Date: 2/22/2010 10:42:32AM SO Type: M-SIO Request Type: General Investigation

Instructions: Owner called about water spewing from under driveway. Please verify whose leak it is, if it's customers, please shut off at meter until plumber can be called. Please let me know whose issue it is so I can contact owner. Paged to John M /LML

Due Date: 2/22/2010 6:00:00PM Resolution Date: 2/22/2010 12:00:00AM FA Status: Completed

Resolution: OPENED DRIVEWAY TO CLAMP A 3/4" SERVICE LINE GOING TO METER THAT WAS LEAKING UNDER DRIVE.. MM,RH.DB.DN

Sub Division: 368 FA ID: 2501110669

Account #: 8460244175 Customer Name: STAPLETON,CATHERINE D Phone #: (407) 461-7970

Address: 400 NEWTON PL CSR: Loretta Abbott Operator: Leroy Grainger

Entry Date: 2/4/2010 1:41:25PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST.WOULD LIKE HER MTR. CKD. DOES NOT BELIEVE SHE IS USING "THAT MUCH" WATER. HAS ONLY BEEN AT THIS LOCATION SINCE MID DEC. PLEASE TAG THE DOOR W/YOUR FINDINGS - WHETHER OR NOT THERE IS A MTR. PROBLEM. THANKS, leabbott LAST BILL WAS FOR 38 DAYS

Due Date: 2/5/2010 12:00:00AM Resolution Date: 2/5/2010 8:35:00AM FA Status: Completed

Resolution: no leaks detected..tagged door with read and findings lrg

Sub Division: 368 FA ID: 4425000255

Account #: 8004831535 Customer Name: Schnetzler,Jameson Phone #: (850) 933-1650

Address: 173 GOLFCLUB DR CSR: Florida Temp Operator: Donna Brown

Entry Date: 3/17/2010 1:22:18PM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: METER BOX IS SINKING AND LID IS MISSING. PLEASE REPAIR ASAP, DANGER TO PEDESTRIANS.
THANKS/TINA

Due Date: 3/18/2010 6:00:00PM Resolution Date: 3/22/2010 3:00:00PM FA Status: Completed

Resolution: Removed box and installed new box and lid and brought it up to grade. Added dirt around it to finish off. DB

Sub Division: 368 FA ID: 8728410753

Account #: 8418936017 Customer Name: CALTRIDER,KENNETH T Phone #: (407) 869-8277

Address: 109 BUTTERNUT LN CSR: Florida Temp 2 Operator: Donna Brown

Entry Date: 3/25/2010 11:07:14AM SO Type: M-SIO Request Type: General Investigation

Instructions: Cust called to say that water leaks out of the meter box most mornings - sometimes a little, sometimes a lot.
Please tag door with results. DSD

Due Date: 3/26/2010 6:00:00PM Resolution Date: 3/26/2010 9:55:00AM FA Status: Completed

Resolution: Met with customer. Nothing showing as leaks and no water in or around box. Turned water on at house, nothing showed up. Customer states that it rolls out of the box and into road usually in the middle of the night. I told him to take pics and let us know

Sub Division: 368 FA ID: 2513310174

Account #: 8398795425 Customer Name: FERGUSON,KEITH Phone #: (407) 402-5691

Address: 2832 Spyglass Cv CSR: Kimberly Bennett Operator: Jonathan Pennington

Entry Date: 1/21/2010 11:22:04AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED DUE TO LEAK AT THE METER - PER CUST PIPES ON OUR SIDE ARE RUSTED.
PLEASE CHECK AND INFORM THE CUSTOMER OF FINDINGS. KIM

Due Date: 1/21/2010 6:00:00PM Resolution Date: 1/21/2010 12:00:00AM FA Status: Completed

Resolution: LEAK WAS ON CUSTOMERS HOSE BIB INFORMED HER THAT IT WAS NOT OUR PROBLEM.JP

Sub Division: 368 FA ID: 7585500690

Account #: 4884317559 Customer Name: HACKETT,LAFONDA Phone #: (478) 494-9789

Address: 677 MOSSY BRANCH CT CSR: Jacqueline Sillitoe Operator: Kevin Cooper

Entry Date: 1/26/2010 10:01:55AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUSTOMER'S PLUMBER STATED THERE IS A LEAK BETWEEN ST.AND SIDEWALK. DISP TO FIELD.

Due Date: 1/26/2010 12:00:00AM Resolution Date: 1/26/2010 12:00:00AM FA Status: Completed

Resolution: REPAIRED 6" SEWER LATERAL THAT WAS HIT WHEN THEY BORED POWER LINE IN AT ADDRESS.
REPAIRED WITH CLAMP..KEV

Sub Division: 368 FA ID: 7585500690

Account #: 4884317559 Customer Name: HACKETT,GARY Phone #: (478) 494-9789

Address: 677 MOSSY BRANCH CT CSR: Jacqueline Sillitoe Operator: Kevin Cooper

Entry Date: 1/26/2010 10:01:55AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUSTOMER'S PLUMBER STATED THERE IS A LEAK BETWEEN ST.AND SIDEWALK. DISP TO FIELD.

Due Date: 1/26/2010 12:00:00AM Resolution Date: 1/26/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: REPAIRED 6" SEWER LATERAL THAT WAS HIT WHEN THEY BORED POWER LINE IN AT ADDRESS.
REPAIRED WITH CLAMP..KEV

Sub Division: 368 FA ID: 8737464371
 Account #: 9648547671 Customer Name: GARG,RAJIV Phone #: (407) 267-3018
 Address: 738 CRISTALDI WAY CSR: Isabel Ceballos Operator: Leroy Grainger
 Entry Date: 1/11/2010 11:40:46AM SO Type: M-READ
 Instructions: Customer says potable water is not turned, please turn on house meter. /ic
 Due Date: 1/12/2010 12:00:00AM Resolution Date: 1/12/2010 11:45:00AM FA Status: Completed

Resolution: unlocked meter but left off per contractor...lrg.

Sub Division: 368 FA ID: 3084700931
 Account #: 0836925758 Customer Name: REECE,DIONE Phone #: (407) 521-2003
 Address: 119 LYN DHURST DR CSR: Kimberly Bennett Operator: Matthew Morrell
 Entry Date: 1/11/2010 7:25:10AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 1/10/10 - CALLED AFTER HRS DUE TO LEAK ON PROPERTY. PAGED TO ON CALL. KIM
 Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/10/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMERS BACKFLOW WAS BUSTED, TURNED OFF BACKFLOW FOR CUSTOMER AND INFORMED
IT WAS THEIR PROBLEM..MM

Sub Division: 368 FA ID: 9218210065
 Account #: 9730545155 Customer Name: Lemery,Sandy Phone #: (407) 416-3813
 Address: 1719 RUTLEDGE RD CSR: Jacqueline Sillitoe Operator: Shawn Ebert
 Entry Date: 1/19/2010 9:46:08AM SO Type: M-SIO Request Type: General Investigation
 Instructions: AFTER HOURS CALL-NO WATER 01/17/2010 DISP TO SE.
 Due Date: 1/17/2010 12:00:00AM Resolution Date: 1/17/2010 12:00:00AM FA Status: Completed
 Resolution: CALLED CUSTOMER AND LADY SAID THEY DIDNT HAVE THE WATER SHUT OFF FOR ANYTHING,
WENT OUT AND FOUND THAT THE HUSBAND DISCOVERED LEAK ON BACKFLOW OUT SIDE AND
TURNED OFF WATER. LEFT WATER OFF PER CUSTOMER TO MAKE REPAIRS..SE

Sub Division: 368 FA ID: 9218210316
 Account #: 9730545155 Customer Name: Lemery,Sandy Phone #: (407) 416-3813
 Address: 1719 RUTLEDGE RD CSR: Jacqueline Sillitoe Operator: Rodel Hermano
 Entry Date: 1/15/2010 10:13:27AM SO Type: M-EXCHNG
 Instructions: CUSTOMER SAID THE METER HEAD (GLASS OVER REGISTER) "GOT BROKEN". PLEASE REPLACE
COVER.
 Due Date: 1/18/2010 12:00:00AM Resolution Date: 1/18/2010 12:00:00AM FA Status: Completed
 Resolution: REPLACED STUCK 1" METER.. RRH

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 8247500927
 Account #: 8716154575 Customer Name: SPRINGS COMM ASSOC INC Phone #: (407) 862-3881
 Address: 284 SPRINGSIDE RD CSR: Lorie Mayeski Operator: Donna Brown
 Entry Date: 2/24/2010 11:20:05AM SO Type: M-REREAD
 Instructions: CUSTOMER COMPLAINT FEELING THAT METER IS NOT BEING READ. CALL CUSTOMER BEFORE ARRIVING (407)-383-7549 CUSTOMER REQUESTED EARLY AFTERNOON. THANKS, LORIE M. 2-24-2010
 Due Date: 3/5/2010 6:00:00PM Resolution Date: 3/5/2010 8:35:00AM FA Status: Completed
 Resolution: Called customer, no answer, left message. Read. No leaks detected. Tag with info. DB

Sub Division: 368 FA ID: 4747300419
 Account #: 4747300000 Customer Name: BLACK,LINDA Phone #: (407) 293-6514
 Address: 105 N SWEETWATER BLVD CSR: Lorie Mayeski Operator: Donna Brown
 Entry Date: 3/18/2010 3:20:12PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED CONCERNED ABOUT LEAK NEAR HER PROPERTY IN THE STREET & IS ALSO CONCERNED ABOUT HER METER. CUST. WOULD LIKE METER RE-READ AND CHECKED FOR LEAKS. LEAVE TAG ON DOOR STATING CURRENT READ & FINDINGS. LEAVE THOROUGH NOTES ON FILE.
 Due Date: 3/19/2010 6:00:00PM Resolution Date: 3/19/2010 8:40:00AM FA Status: Completed
 Resolution: Found leak in pig tail at meter. Replaced. Read. DB

Sub Division: 368 FA ID: 2551110156
 Account #: 9907387267 Customer Name: Zinno,Jennifer Phone #: (407) 468-0745
 Address: 500 SWEETWATER CLUB BLVD CSR: Kimberly Bennett Operator: Rodel Hermano
 Entry Date: 3/9/2010 9:08:35AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 3/6/10 - LEE TINSMAN CALLED THE ANSWERING SERVICE DUE TO LEAK BUBBLING OUT AT FRONT YARD. A/S PAGED TO ONCALL. KIM
 Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed
 Resolution: shut the irrigation off for the customer

Sub Division: 368 FA ID: 7102400124
 Account #: 5222943508 Customer Name: Wergeles,Destiny Phone #: (407) 464-5610
 Address: 202 PALMETTO CONCOURSE CSR: Kimberly Bennett Operator: Rodel Hermano
 Entry Date: 3/9/2010 8:48:17AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 3/7/10 CUST CALLED AFTER HOURS TO THE ANSWERING SERVICE DUE TO LEAK MAIN AND HOUSE. IN THE FRONT YARD - A/S PAGED TO ONCALL. KIM
 Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed
 Resolution: called the customer but did not want water shut off

Sub Division: 368 FA ID: 7102400550
 Account #: 5222943508 Customer Name: Wergeles,Destiny Phone #: (407) 464-5610

Customer Complaints 01/01/2010 to 12/31/2010

Address: 202 PALMETTO CONCOURSE CSR: Isabel Ceballos Operator: Matthew Morrell
 Entry Date: 3/8/2010 10:43:48AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer's plumber states there's a small leak between street and meter. Please checkout. /ic
 Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/10/2010 10:30:00AM FA Status: Completed
 Resolution: Gasket leak on our side. Replaced gasket. Matt.

Sub Division: 368 FA ID: 7453210873
 Account #: 1826972246 Customer Name: GRIFFITHS, THERESA Phone #: (407) 599-2126
 Address: 1308 WINDSOR AVE CSR: Kimberly Bennett Operator: Leroy Grainger

Entry Date: 2/16/2010 10:42:58AM SO Type: HIBILL
 Instructions: 2/16/10 CUSTOMER CALLED DUE TO HIGH SYSTEM ESTIMATE - REREAD METER & TAG CUSTOMER WITH FINDINGS. KIM
 Due Date: 2/17/2010 6:00:00PM Resolution Date: 2/17/2010 1:40:00PM FA Status: Completed
 Resolution: system estimate was to high...read is 6258780...no leaks detected...tagged door ...lrg

Sub Division: 368 FA ID: 6206700312
 Account #: 6206700000 Customer Name: LAZLO, THOMAS Phone #: (407) 862-3362
 Address: 106 LYNDBURST DR CSR: Isabel Ceballos Operator:

Entry Date: 1/29/2010 1:09:44PM SO Type: M-EXCHNG
 Instructions: PLEASE CHECK VALVE ON METER PER CUSTOMER CALL. CUST CONCERNED THAT IT IS STUCK AND MIGHT NEED TO BE REPLACED. TAG DOOR WITH FINDINGS. THANKS, SJR
 Due Date: 2/1/2010 6:00:00PM Resolution Date: 1/30/2010 12:00:00AM FA Status: Completed
 Resolution: CURBSTOP WAS WORKING FINE, THE METER WAS NOT REGISTERING, CHANGED OUT METER...ROBERT CALLAHAN

Sub Division: 368 MR Route: F5GFA ID:0045210871
 Account #: 0045210000 Customer Name: LAVIN, MARY Phone #: (407) 772-2559
 Address: 563 WEKIVA COVE RD CSR: Diane Drechsler Operator: Shawn Ebert

Entry Date: 5/24/2010 10:16:46AM SO Type: HIBILL
 Instructions: Please read meter and check for leaks. High bill complaint. Tag door with results. DSD
 Due Date: 5/25/2010 6:00:00PM Resolution Date: 5/25/2010 8:30:00AM FA Status: Completed
 Resolution: READ METER , FOUND METER RUNNING , SPOKE WITH MR. , SME

Sub Division: 368 MR Route: F4T FA ID: 0075600493
 Account #: 0075600000 Customer Name: PILHORN, RICHARD Phone #: (407) 862-4118
 Address: 2291 SPRINGS LANDING BLVD CSR: Kirsten Pitroff Operator: Jonathan Pennington
 Entry Date: 4/26/2010 8:13:54AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer is reporting that meter is leaking, said she spoke with someone on Saturday who told her they would be out first thing this morning, didn't say who she spoke with and there was no FA? Please investigate,

Customer Complaints 01/01/2010 to 12/31/2010
 dispatched to John M @ 9:15am

Due Date: 4/26/2010 6:00:00PM Resolution Date: 4/26/2010 12:00:00AM FA Status: Completed

Resolution: Spoke with customer, leak is on her side of service line. She pays insurance monthly for service line protection plan so she was going to have a plumber come out and make repairs. Told her to contact office for any bill adjusting for the meter registering

Sub Division: 368 MR Route: F4S FA ID : 0136700517

Account #: 0136700000 Customer Name : SCHMID,JO ANNE E Phone #: (407) 332-6878

Address: 318 RAVEN ROCK LN CSR: Brandi Deere Operator: Rodel Hermano

Entry Date: 6/22/2010 3:25:39PM SO Type: M-SIO Request Type: General Investigation

Instructions: cust says water is gushing up by the meter. phone call to Robert c. please check. bnd

Due Date: 6/23/2010 6:00:00PM Resolution Date: 6/23/2010 9:13:00AM FA Status: Completed

Resolution: meter gasket on the service side was leaking and plumber was present to fix the backflow upon arrival...replaced 1" meter gaskets...RRH

Sub Division: 368 MR Route: F4F FA ID : 0193210868

Account #: 0193210000 Customer Name : CYR,LINDA S Phone #: (407) 682-9275

Address: 205 S SHADOWBAY BLVD CSR: Matthew Chandler Operator: Rodel Hermano

Entry Date: 6/24/2010 10:12:49AM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: CUST CALLED IN A SEWER BACK UP. PLEASE CHK OUR LINES, PAGED TO KEVIN COOPER.

Due Date: 6/24/2010 6:00:00PM Resolution Date: 6/23/2010 11:52:00AM FA Status: Completed

Resolution: LINES ARE CLEAR. SPOKE TO THE CUSTOMER AND SAID HER LINE IS ALREADY CLEARED ON ITS OWN AND USUALLY HAPPENS IN THE MORNING..SHE WILL HAVE A PLUMBER LOOK AT IT..RRH

Sub Division: 368 MR Route: F4S FA ID : 0260500109

Account #: 0260500000 Customer Name : MEDLIN,ROBERT Phone #: (407) 332-8754

Address: 217 SHERIDAN AVE CSR: Ferrellyn Trovinger Operator: Leroy Grainger

Entry Date: 6/18/2010 12:37:03PM SO Type: HIBILL

Instructions: Re-read meter and check for leak Customer called complaining of last two bills being high. Thanks, FLT

Due Date: 6/21/2010 6:00:00PM Resolution Date: 6/21/2010 9:20:00AM FA Status: Completed

Resolution: no leaks detected....lrg

Sub Division: 368 MR Route: F5F FA ID : 0263310551

Account #: 0263310000 Customer Name : INBORNONE,JOSEPH Phone #: (407) 862-6696

Address: 208 HOLDERNESS DR CSR: Kirsten Pitroff Operator: Leroy Grainger

Entry Date: 5/24/2010 8:42:34AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer is reporting water running through the lines at night for no reason, and wants us to check it b/c it's our water, Customer will be home, so please speak with him.

Due Date: 5/25/2010 6:00:00PM Resolution Date: 5/25/2010 9:45:00AM FA Status: Completed

Resolution: talked with customer and she has a leaky toilet and i told her we do not fix toilets and to call a plumber....lrg

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F3Z FA ID : 0671500234
 Account #: 0671500000 Customer Name : STARR,ANNE Phone #: (407) 331-9202
 Address: 1300 RIDGE RD CSR: Cristina Harden Operator: Jonathan Pennington
 Entry Date: 6/15/2010 12:09:55PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Cust was originally first home on this svc line. as 2 other homes hooked up, pressure dropped. Cust cannot run sprinklers & anything else. Please contact cust directly for appt: 407-331-9202 or 321-945-7507.
 Due Date: 6/16/2010 6:00:00PM Resolution Date: 6/16/2010 12:00:00AM FA Status: Completed
 Resolution: SPOKE WITH CUSTOMER, SHE SAYS PRESSURE IS BAD WHEN SHES WASHING CLOTHES AND TRYING TO TAKE A SHOWER AT THE SAME TIME.TOLD HER THAT'S NORMAL.50 PSI @ HOUSE.PULLED AND FLOWED METER,58 GALS. PER MINUTE.1" METER.J.P.

Sub Division: 368 MR Route: F4T FA ID : 0588210539
 Account #: 0588210000 Customer Name : FERRELL,FRANK J Phone #: (407) 227-2753
 Address: 111 WILD FERN DR CSR: Brandi Deere Operator: Leroy Grainger
 Entry Date: 4/23/2010 12:28:30PM SO Type: M-REREAD
 Instructions: CUST SAYS THAT THE LAST READ WAS INCORRECT. PLEASE RE-READ. THANKS, BND
 Due Date: 4/26/2010 6:00:00PM Resolution Date: 4/26/2010 10:30:00AM FA Status: Completed
 Resolution: customer has leak on his side....called customer and explained the leak and also that i turned water off...lrg

Sub Division: 368 MR Route: F4S FA ID : 0923410905
 Account #: 0923410000 Customer Name : ROBINSON,WANDA L Phone #: (407) 332-0989
 Address: 109 SHADY VALE CSR: Kirsten Pitroff Operator: John Marinelli
 Entry Date: 4/13/2010 2:40:37PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Life station behind home is flooding and flooding this customer's yard with sewage. kap paged out to Scott G. @ 3:47pm
 Due Date: 4/13/2010 6:00:00PM Resolution Date: 4/13/2010 4:15:00PM FA Status: Completed
 Resolution: pipe at well came apart- no lift station involved - called John Bush to do the repair

Sub Division: 368 MR Route: F4S FA ID : 0852200090
 Account #: 0852200000 Customer Name : COBLE,JOHN Phone #: (407) 332-8409
 Address: 144 TOLLGATE TRL CSR: Diane Drechsler Operator: Matthew Morrell
 Entry Date: 5/26/2010 11:18:49AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Cust reports blockage in sewer line, called plumber, was told that problem is at connection of our line to his. Called to John M @12:18. DSD
 Due Date: 5/26/2010 6:00:00PM Resolution Date: 5/26/2010 12:00:00AM FA Status: Completed
 Resolution: tv'd the customer's line & found it to be the customer's problem at the Y- informed the customer

Sub Division: 368 MR Route: F4G FA ID : 1629510787

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 1629510000 Customer Name : BURTON,OLVA I Phone #: (407) 786-4089
 Address: 603 RIVERBEND BLVD CSR: Cristina Harden Operator: Kevin Cooper
 Entry Date: 6/7/2010 9:05:14AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer states it is impossible to get to his shutoff valve & meter very old. Heard we were replacing meters in his area.
 Due Date: 6/8/2010 6:00:00PM Resolution Date: 6/8/2010 12:00:00AM FA Status: Completed
 Resolution: METER AND CURBSTOP ARE BOTH WORKING FINE, LUBED CURBSTOP AND EXERCISED VALVE ANYWAY. METER WILL NOT BE REPLACED AT THIS TIME. KEV

Sub Division: 368 MR Route: F3Z FA ID : 1392510525
 Account #: 1392510000 Customer Name : SCHMIDT,ROBERT J Phone #: (407) 333-0893
 Address: 1930 LONG POND DR CSR: Lorie Mayeski Operator: Donna Brown
 Entry Date: 6/4/2010 7:18:43AM SO Type: HIBILL
 Instructions: Customer called last read indicates 106,000 gallons used. Customer is a disabled senior citizen and does not use much water. At first glance it appears it could be a mis-read. Please re-read meter check for leaks. Tag door to notify customer of current read.
 Due Date: 6/4/2010 7:18:44AM Resolution Date: 6/4/2010 11:45:00AM FA Status: Completed
 Resolution: Meter spinning real fast. Leak on customer side. Could not find leak and he called a plumber. Had used 109,000 gal in 11 days. Customer did not want water turned off due to disable. DB

Sub Division: 368 MR Route: F3Z FA ID : 1405600693
 Account #: 1405600000 Customer Name : CINDER,MARY Phone #:
 Address: 1417 CANAL POINT RD CSR: Jacqueline Sillitoe Operator: Kevin Cooper
 Entry Date: 4/2/2010 10:10:49AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER SAYS LEAK, WATER IS RUNNING INTO ROAD BUT DOES NOT KNOW WHERE LEAK IS..PLEASE CHECK OUR LINES, IF CUSTOMER'S PROBLEM TAG DOOR TO ADVISE TO CALL PLUMBER. DISP TO FIELD.
 Due Date: 4/2/2010 12:00:00AM Resolution Date: 4/2/2010 1:00:00PM FA Status: Completed
 Resolution: CHECKED OUT LEAK AND WATER IS COMING FROM AN IRRIGATION HEAD. TAGGED DOOR THAT IT WAS ON HER SIDE AND THE PIPE IS DRAINING THROUGH HEAD BUT NOT LEAKING ON METER AND TO HAVE IRRIG. PERSON CHECK.. KEV

Sub Division: 368 MR Route: F3Y FA ID : 1762210719
 Account #: 1762210000 Customer Name : FERNANDEZ,AL Phone #: (407) 869-1132
 Address: 648 EAST CLUB CIR CSR: Leanne Loeffel Operator: Leroy Grainger
 Entry Date: 5/10/2010 11:26:13AM SO Type: HIBILL
 Instructions: Please read and check for leaks, cust says he irrigates with a well not with potable water. Might want to check for cross connection. Please tag door. Thanks, Leanne
 Due Date: 5/11/2010 6:00:00PM Resolution Date: 5/12/2010 9:45:00AM FA Status: Completed
 Resolution: meter indicated leak...tagged door for customer to check plumbing...lrg

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4S FA ID : 1832210339
 Account #: 1832210000 Customer Name : SANDLAND,GEORGE T Phone #: (407) 712-5577
 Address: 1225 WINDSOR AVE CSR: Lorie Mayeski Operator: James Swegheimer
 Entry Date: 4/29/2010 7:18:32AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: CUSTOMER CALLED STATED THAT 'WATER SMELLS LIKE SULPHUR'. PLEASE INVESTIGATE.
 CALLED OUT TO TOM KEYS @8:15 A.M. HE WILL SEND SOMEONE BY TO GET A WATER SAMPLE
 Due Date: 4/30/2010 6:00:00PM Resolution Date: 4/29/2010 12:00:00AM FA Status: Completed
 Resolution: WENT TO HOUSE AND SPOKE WITH CUSTOMER, GOT GOOD CL2 RESIDUAL AND WAS UNABLE TO
 DETECT ANY ODORS. INFORMED CUST. AND THEY WERE SATISFIED WITH FINDINGS..JS

Sub Division: 368 MR Route: F4G FA ID : 1833710847
 Account #: 1833710000 Customer Name : BRAUN,GINA Phone #: (407) 869-6815
 Address: 913 RIVERBEND BLVD CSR: Darlene Hill Operator: Donna Brown
 Entry Date: 6/17/2010 11:49:01AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST STATES THAT ONE OF THE METER BOXES IN HIS FRONT YARD IS LEAKING WATER.
 Due Date: 6/18/2010 12:00:00AM Resolution Date: 6/18/2010 9:00:00AM FA Status: Completed
 Resolution: No water in either box. Can tell where recent irrigation may have been leaking and repairs made. DB

Sub Division: 368 MR Route: F5G FA ID : 1906600755
 Account #: 1906600000 Customer Name : RODNER,MARVIN Phone #: (407) 774-2840
 Address: 223 W COTTESMORE CIR CSR: Isabel Ceballos Operator: Leroy Grainger
 Entry Date: 4/30/2010 12:05:26PM SO Type: HIBILL
 Instructions: Customer complaining of higher usage. Nothing different. check for leaks, tag door /ic
 Due Date: 5/3/2010 6:00:00PM Resolution Date: 5/3/2010 10:20:00AM FA Status: Completed
 Resolution: no leaks detected...tagged door with findings...lrg

Sub Division: 368 MR Route: F4S FA ID : 2103510059
 Account #: 2103510000 Customer Name : SMYTHE,KAREN Phone #: (407) 682-5889
 Address: 595 DEVONSHIRE BLVD CSR: Miranda Roberts Operator: Donna Brown
 Entry Date: 6/2/2010 3:58:23PM SO Type: M-REREAD
 Instructions: Reread meter, customer says consumption is too high. Check and leave notes on what you find.
 Due Date: 6/3/2010 3:58:00PM Resolution Date: 6/3/2010 11:30:00AM FA Status: Completed
 Resolution: Read. No leaks detected. Tagged door with info. DB

Sub Division: 368 MR Route: F4T FA ID : 2362500736
 Account #: 2362500000 Customer Name : NATALE,SUSAN Phone #: (407) 788-2464
 Address: 112-B WISTERIA DR CSR: Elise Christian Operator: Donna Brown
 Entry Date: 6/18/2010 4:07:10PM SO Type: HIBILL

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST SAID THAT BILL ARE TOO HIGH AND CANNOT BE USING THE WATER. READ MTR, CK FOR LEAK AND TAG RES W/FINDINGS. (EC)

Due Date: 6/21/2010 4:07:00PM Resolution Date: 6/21/2010 10:10:00AM FA Status: Completed

Resolution: Read. Meter not moving. No leaks detected. Tagged with info. DB

Sub Division: 368 MR Route: F3Y FA ID : 2660810796

Account #: 2660810000 Customer Name : KRETSCHMANN,RUDOLPH Phone #: (407) 869-4855

Address: 2560 JENNIFER HOPE BLVD CSR: Leanne Loeffel Operator: Kevin Cooper

Entry Date: 4/20/2010 3:26:14PM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer called about cloudy water. It has been going on for a few days, customer didn't call until 4:26pm.

Due Date: 4/22/2010 6:00:00PM Resolution Date: 4/22/2010 12:00:00AM FA Status: Completed

Resolution: PER MIKE PERRY AT WEKIVA PLANT HE WENT AND TESTED WATER AT HOSE BIB AND KITCHEN SINK AND COULD NOT FIND ANYTHING WRONG, ALSO TESTED FOR CL2. CUSTOMER SATISFIED.. KEV

Sub Division: 368 MR Route: F5F FA ID : 2876610557

Account #: 2876610000 Customer Name : NEUJHR,KERRY Phone #: (407) 772-4613

Address: 281 QUEENSBERRY CT CSR: Diane Drechsler Operator: Matthew Morrell

Entry Date: 5/27/2010 2:07:51PM SO Type: HIBILL

Instructions: Please read meter and check for leaks. High bill complaint. Tag door with results. DSD

Due Date: 5/28/2010 6:00:00PM Resolution Date: 5/28/2010 10:10:00AM FA Status: Completed

Resolution: Reread meter and check for leaks. No leaks indicated. Tagged door.

Sub Division: 368 MR Route: F5F FA ID : 2891700502

Account #: 2891700000 Customer Name : MARION,MICHAEL L Phone #: (407) 774-5562

Address: 124 HUNT CLUB BLVD CSR: Darlene Hill Operator: Thomas Keys

Entry Date: 6/7/2010 12:23:40PM SO Type: M-SIO Request Type: General Investigation

Instructions: CST WOULD LIKE SOMEONE TO COME OUT AND CK THEIR WATER SHE TESTED HER WATER AND THERE IS A HIGH CLORINE CONTENT. PLS ADVISE CST AS TO WHAT YOUR FINDINGS ARE. YOU CAN CONTACT CST AT 407.774.5562.

Due Date: 6/8/2010 12:00:00AM Resolution Date: 6/9/2010 12:00:00AM FA Status: Completed

Resolution: SPOKE WITH CUSTOMER AND ADVISED OF CL2 , FLUSHED LINE.

Sub Division: 368 MR Route: F5F FA ID : 3326700637

Account #: 3326700000 Customer Name : KRAUS,TODD Phone #: (407) 702-5871

Address: 110 Lyndhurst Dr CSR: Donna Brown Operator: Donna Brown

Entry Date: 6/10/2010 11:28:07AM SO Type: M-EXCHNG

Instructions: Customer had leak on their side and the meter was not registering it. Meter registered when water turned on at house. Please exchange meter. Thanks DB

Due Date: 6/11/2010 12:00:00AM Resolution Date: 6/11/2010 9:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: RAISED METER BOX UP LEVEL TO THE DRIVEWAY..RRH

Sub Division: 368 MR Route: F5F FA ID : 4305700724
 Account #: 4305700000 Customer Name : GOLDFARB,BRETT Phone #: (407) 774-9305
 Address: 240 CAMBRIDGE DR CSR: Cammy Iwinski Operator:
 Entry Date: 4/27/2010 10:19:07AM SO Type: M-SIO Request Type: General Investigation
 Instructions: cust called and said his water pressure is really low.
 Due Date: 4/27/2010 12:00:00AM Resolution Date: 4/27/2010 12:00:00AM FA Status: Completed
 Resolution: Wekiva plant had a problem- had DesPinar raise PSI until they could get the problem fixed

Sub Division: 368 MR Route: F5G FA ID : 4271010905
 Account #: 4271010000 Customer Name : BREWER,CHARLOTTE W Phone #: (407) 774-6076
 Address: 129 TRAFALGAR PL CSR: Kirsten Pitroff Operator: Rodel Hermano
 Entry Date: 4/26/2010 9:45:05AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Cust is reporting air through her water lines, thanks kap
 Due Date: 4/26/2010 6:00:00PM Resolution Date: 4/27/2010 10:22:00AM FA Status: Completed
 Resolution: FLUSHED THE SYSTEM, NO AIR DETECTED ON WATER. SPOKE TO THE CUSTOMER, SHE SAID THERE IS STILL SOME AIR COMING OUT, ADVISED HER TO JUST KEEP FLUSHING THE AIR OUT

Sub Division: 368 MR Route: F5G FA ID : 4271010484
 Account #: 4271010000 Customer Name : BREWER,CHARLOTTE W Phone #: (407) 774-6076
 Address: 129 TRAFALGAR PL CSR: Matthew Chandler Operator: Kevin Cooper
 Entry Date: 4/28/2010 10:14:56AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST IS STILL GETTING AIR IN HER LINES. THE WATER IS CLOUDY AND GREY. PAGED TO RRRH.THANKS.MC
 Due Date: 4/29/2010 6:00:00PM Resolution Date: 4/28/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMER STATED THAT HER WATER WAS MILKY COLORED AND FAUCETS WERE SPITTING AND SPUTTERING WHEN SHE TURNED THEM ON. CHECKED HOSE BIB AND WATER WAS CLEAR. INFORMED HER THAT SHE HAD SOME AIR IN HER LINE BUT EVERYTHING IS RUNNING FINE NOW..

Sub Division: 368 MR Route: F4S FA ID : 4473510252
 Account #: 4473510000 Customer Name : BOWEN,TODD Phone #: (407) 834-4565
 Address: 1364 N MARCY DR CSR: Miranda Roberts Operator: Leroy Grainger
 Entry Date: 6/2/2010 10:39:57AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer states meter is leaking. Please check and advise. PAGED TO KEVIN. (EC)
 Due Date: 6/2/2010 12:00:00AM Resolution Date: 6/3/2010 12:00:00AM FA Status: Completed
 Resolution: Did not find a leak on our side. Possible customer irrigation. LG

Sub Division: 368 MR Route: F5F FA ID : 4494810332
 Account #: 4494810000 Customer Name : WOOD,FRANCIS Phone #: (407) 682-1615

Customer Complaints 01/01/2010 to 12/31/2010

Address: 275 CASTLEFORD CT CSR: Jacqueline Sillitoe Operator: Matthew Morrell
 Entry Date: 5/10/2010 9:10:38AM SO Type: TESTMTR
 Instructions: SCHEDULE TEST 407-682-1615 CUSTOMER SAYS METER IS NOT LEAKG BUT BELIEVES IT IS NOT REG.ACCURATELY.
 Due Date: 5/11/2010 12:00:00AM Resolution Date: 5/13/2010 9:00:00AM FA Status: Completed
 Resolution: Meter passed field test and is registering correctly. Matt

Sub Division: 368 MR Route: F3Z FA ID : 4803310365
 Account #: 4803310000 Customer Name : SANBRIA,WANDA Phone #: (407) 463-1889
 Address: 2037 W CROWLEY CIR CSR: Leanne Loeffel Operator: Donna Brown

Entry Date: 6/18/2010 8:50:01AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Meter gushing water. Check it out and determine if it's our leak or customers. Tag door with findings/action taken. Thanks, Leanne
 Due Date: 6/18/2010 6:00:00PM Resolution Date: 6/18/2010 11:20:00AM FA Status: Completed
 Resolution: Leak found on our side at incoming service between meters. Advised KC because I do not have tools to fix it. Spoke to customers on both sides. DB

Sub Division: 368 MR Route: F3Z FA ID : 5003410314
 Account #: 5003410000 Customer Name : AUJLA,PRINDERJEET Phone #: (407) 804-0915
 Address: 2089 JUDITH PL CSR: Cristina Harden Operator: Kevin Cooper

Entry Date: 4/21/2010 7:57:14AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST REPORTS LEAK AT METER. WANTS TO BE PRESENT. PLS CALL 407-804-0915 HM OR CELL: 407-435-6265.
 Due Date: 4/21/2010 6:00:00PM Resolution Date: 4/21/2010 12:00:00AM FA Status: Completed
 Resolution: replaced gasket on customer's side of meter to stop it from spraying out. Customer had box dug up and will put box back in..kev

Sub Division: 368 MR Route: F5G FA ID : 5078500299
 Account #: 5078500000 Customer Name : EVANS,JEFF M Phone #: (407) 443-7257
 Address: 128 E BERKSHIRE CIR CSR: Brandi Deere Operator: Kevin Cooper

Entry Date: 5/20/2010 2:21:58PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUST IS EXPERIENCING LOW WATER PRESSURE IN THEIR SHOWER & HE SAYS THERES SEDIMENTS IN THE WATER. PAGE TO KEVIN COOPER. THANKS, BND
 Due Date: 5/20/2010 6:00:00PM Resolution Date: 5/20/2010 12:00:00AM FA Status: Completed
 Resolution: WHITE SEDIMENT CLOGGING HIS AREATOR SCREENS IN FAUCETS IS COMING FROM HIS HOT WATER HEATER. CALLED HIM AND INFORMED HIM TO DRAIN TANK. KEV

Sub Division: 368 MR Route: F4S FA ID : 5089400632
 Account #: 5089400000 Customer Name : COATES,MICHAEL Phone #: (407) 247-9928
 Address: 215 SLADE LN CSR: Kirsten Pitroff Operator: Matthew Morrell

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 4/19/2010 3:46:17PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer had service restored on 4/6/10 and is reporting that the meter reader showed him his meter and that it was full of water, indicating a leak, please investigate and tag door with results, thanks kap
 Due Date: 4/20/2010 6:00:00PM Resolution Date: 4/20/2010 9:15:00AM FA Status: Completed
 Resolution: Found leak in custs pvc outside meter box. Tagged door with info advising cust to call a plumber to fix. Matt

Sub Division: 368 MR Route: F4G FA ID : 5306200977
 Account #: 5306200000 Customer Name : LITTLE,MARGOT L Phone #: (407) 774-6855
 Address: 301 HICKORY DR CSR: Matthew Chandler Operator: Thomas Keys
 Entry Date: 5/28/2010 12:48:53PM SO Type: M-SIO Request Type: Water Quality
 Instructions: CUST CALLED IN DUE TO BLACK SPECKS IN THE WATER. PAGED TO JOHN M. THANKS.MC
 Due Date: 5/28/2010 6:00:00PM Resolution Date: 6/1/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED WITH CUSTOMER AND FLUSHED HYDRANTS UP AND DOWNSTREAM OF HER RESIDENCE AND INFORMED HER TO CALL IF THINGS DID NOT IMPROVE..TOM
 Due Date: 6/7/2010 10:27:00AM Resolution Date: 6/7/2010 10:20:00AM FA Status:Completed
 Resolution: Meter was moving. No answer at door. Tagged with info. Read. DB

Sub Division: 368 MR Route: F4T FA ID : 5329500105
 Account #: 5329500000 Customer Name : LEONARD,CHARLES C Phone #: (407) 788-0625
 Address: 645 RIVERPARK CIR CSR: Brandi Deere Operator: Shawn Ebert
 Entry Date: 4/15/2010 9:25:00AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST NEEDS REPAIRS IN HER YARD FROM RUTTS THAT WERE LEFT FROM WORK THAT WAS DONE YESTERDAY. PAGE TO JOHN M. BND
 Due Date: 4/15/2010 6:00:00PM Resolution Date: 4/16/2010 12:00:00AM FA Status: Completed
 Resolution: CLEANED AREA AND REPLACED SOD FROM VAC TRUCK GOING IN TO CLEAN STATION. CUSTOMER WAS SATISFIED...SAE

Sub Division: 368 MR Route: F5F FA ID : 5390300386
 Account #: 5390300000 Customer Name : HUDAK,FRANK M Phone #: (321) 229-4491
 Address: 108 HATFIELD CT CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 5/17/2010 12:13:51PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT THE MAIN IN FRONT OF HER HOME WAS REPORTED AS BROKEN ON 5-16-2010 AND IS CURRENTLY MARKED OFF AND WAITING FOR REPAIRS SHE STATES IT LEAKING MORE. PLEASE INVESTIGATE. THANKS, LORIE *CALLED OUT TO LEROY G*JOHN&KEVIN NOT AVAIL.LM
 Due Date: 5/17/2010 6:00:00PM Resolution Date: 5/18/2010 12:00:00AM FA Status: Completed
 Resolution: crew repaired 3/4" poly line in road- water loss 46,208

Sub Division: 368 MR Route: F5F FA ID : 5345710179
 Account #: 5345710000 Customer Name : SPEAR,EVA L Phone #: (407) 774-1355
 Address: 302 RADEBAUGH DR CSR: Brandi Deere Operator: Leroy Grainger
 Entry Date: 6/1/2010 2:19:56PM SO Type: HIBILL

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
Due Date: 6/2/2010 6:00:00PM **Resolution Date:** 6/2/2010 10:45:00AM **FA Status:** Completed
Resolution: no leaks detected.....maybe it's because of new meter was installed because her old one was not working correctly?.....lrg

Sub Division: 368 **MR Route:** F4G **FA ID :** 5642710162
Account #: 5642710000 **Customer Name :** NOWLIN,MELANIE **Phone #:** (407) 716-6781
Address: 843 RIVERBEND BLVD **CSR:** Kirsten Pitroff **Operator:** Kevin Cooper
Entry Date: 4/29/2010 10:43:30AM **SO Type:** M-SIO **Request Type:** General Investigation

Instructions: Customer shut off house valve due to leak but is reporting a fair amount of water still coming from pipe, needs main shut off, please investigate. thanks kap
Due Date: 4/29/2010 6:00:00PM **Resolution Date:** 4/29/2010 12:00:00AM **FA Status:** Completed
Resolution: shut off and lubricated. exercised curb stop at meter. Cust can turn it back on when repair is made.. kev

Sub Division: 368 **MR Route:** F4F **FA ID :** 6044410850
Account #: 6044410000 **Customer Name :** PALSULE,ANJALI N **Phone #:** (407) 332-8013
Address: 498 WINDING CREEK PL **CSR:** Jacqueline Sillitoe **Operator:** Thomas Keys
Entry Date: 5/7/2010 3:01:33PM **SO Type:** M-SIO **Request Type:** Air in Water

Instructions: AIR/DISCOLORED WATER DISP TO PLANT OP.COREY
Due Date: 5/10/2010 12:00:00AM **Resolution Date:** 5/7/2010 12:00:00AM **FA Status:** Completed
Resolution: spoke with customer and water had cleared by my arrival, checked customers water and it was fine.

Sub Division: 368 **MR Route:** F5F **FA ID :** 6151400064
Account #: 6151400000 **Customer Name :** CHASE,ROGERS L **Phone #:** (407) 869-1919
Address: 130 LEDBURY DR **CSR:** Lorie Mayeski **Operator:** Donna Brown
Entry Date: 6/4/2010 7:47:35AM **SO Type:** M-SIO **Request Type:** General Investigation

Instructions: CUST. CALLED STATED THAT HIS METER LID IS BROKEN AND STATED THAT YOUNG CHILDREN IN THE NEIGHBORHOOD PLAY CLOSE TO AREA AND IS CONCERNED THAT SOMEONE MAY GET HURT&STATED METER TECH LEFT A PIECE OF A BROKEN TOOL IN BOX. PLEASE INVEST. LORIE/KEVIN@8:45AM
Due Date: 6/4/2010 6:00:00PM **Resolution Date:** 6/4/2010 10:30:00AM **FA Status:** Completed
Resolution: Replaced lid. Metal lid had dropped inside box. DB

Sub Division: 368 **MR Route:** F4F **FA ID :** 6156310091
Account #: 6156310000 **Customer Name :** Lupo,Anthony M **Phone #:** (407) 415-0665
Address: 413 BAY TREE LN **CSR:** Kimberly Bennett **Operator:** Leroy Grainger
Entry Date: 5/11/2010 2:45:14PM **SO Type:** HIBILL

Instructions: PLEASE OBTAIN READ - CHECK FOR LEAK AND TAG CUST WITH READING AND FINDINGS. PER CUST HAS ALWAYS IRRIGATED 2 TIMES PER WEEK NOTHING CHANGED WATER USAGE HIGH. KIM-FL
Due Date: 5/12/2010 6:00:00PM **Resolution Date:** 5/12/2010 8:40:00AM **FA Status:** Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: no leaks detected....tagged door with read and findings...lrg.grass looks well irrigated.

Sub Division: 368 MR Route: F5F FA ID : 6295610703
 Account #: 6295610000 Customer Name : MEHIGAN,MICHAEL N Phone #: (407) 260-8097
 Address: 210 KETTERING CT CSR: Brandi Deere Operator: Leroy Grainger
 Entry Date: 5/25/2010 2:19:07PM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
 Due Date: 5/26/2010 6:00:00PM Resolution Date: 5/26/2010 9:10:00AM FA Status: Completed
 Resolution: no leaks detected...tagged door with findings...lrg

Sub Division: 368 MR Route: F5F FA ID : 6410410186
 Account #: 6410410000 Customer Name : DILLON,JAMES Phone #: (407) 772-6889
 Address: 107 ESSEX DR CSR: Elise Christian Operator: Donna Brown
 Entry Date: 5/14/2010 2:14:50PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST SENT EMAIL THAT PRESSURE IS VERY LOW WHEN NEIGHBOR IS RUNNING THEIR SPRINKLER.
 PLEASE CK PRESSURE TAG RES WITH FINDING. (EC)
 Due Date: 5/17/2010 12:00:00AM Resolution Date: 5/17/2010 11:10:00AM FA Status: Completed
 Resolution: PSI test at meter and house = 62 psi. Tested psi at 102 = 60 and 109 = 62. Tagged door with info. Read. DB

Sub Division: 368 MR Route: F5F FA ID : 6214000441
 Account #: 6214000000 Customer Name : HERMAN,EUCELTA Phone #: (407) 774-9129
 Address: 350 W WEKIVA TRL CSR: Miranda Roberts Operator: Leroy Grainger
 Entry Date: 4/29/2010 2:07:26PM SO Type: M-REREAD
 Instructions: please get a reread, customer complains of high consumption. MR
 Due Date: 4/30/2010 2:07:00PM Resolution Date: 4/30/2010 10:30:00AM FA Status: Completed
 Resolution: no leaks detected...lrg.

Sub Division: 368 MR Route: F3Y FA ID : 6216110939
 Account #: 6216110000 Customer Name : OCHOA,IRVING Phone #: (407) 682-6501
 Address: 301 MAGNOLIA LAKE DR CSR: Brandi Deere Operator: Rodel Hermano
 Entry Date: 4/20/2010 10:30:13AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST SAYS THAT THE PIPE THAT GOES TO THE WATER METER IS BROKE AND SHOOTING OUT
 WATER. PAGE TO RODEL.
 Due Date: 4/20/2010 6:00:00PM Resolution Date: 4/20/2010 12:00:00AM FA Status: Completed
 Resolution: WATER IS LEAKING ON THE CUSTOMER SIDE, AND WATER IS LEAKING 1gal /5sec...CURBSTOP
 STARTED LEAKING SHUTTING THE SERVICE OFF...REPLACED 1" CURBSTOP AND METER
 COUPLING...RRH

Sub Division: 368 MR Route: F5G FA ID : 6319900358
 Account #: 6319900000 Customer Name : COLEMAN,LESLIE Phone #: (321) 277-4546

Customer Complaints 01/01/2010 to 12/31/2010

Address: 228 LITTLE HAMPTON CL CSR: Diane Drechsler Operator: Leroy Grainger
 Entry Date: 5/3/2010 2:10:58PM SO Type: HIBILL
 Instructions: Please read the meter and check for leaks. High bill complaint. Please tag the door with results. DSD
 Due Date: 5/4/2010 6:00:00PM Resolution Date: 5/4/2010 9:30:00AM FA Status: Completed
 Resolution: no leaks detected....tagged door with findings....lrg.

Sub Division: 368 MR Route: F5G FA ID : 6667110312
 Account #: 6667110000 Customer Name : ADAMS,ANGELA Phone #: (407) 682-1381
 Address: 490 WEKIVA COVE RD CSR: Brandi Deere Operator: Kevin Cooper
 Entry Date: 6/18/2010 9:22:53AM SO Type: M-SIO Request Type: General Investigation
 Instructions: cust reported that two utility trucks were driving through his yard and left a deep hole in his yard. cust wants a call from the supervisor. cust can be reached at mark adams #407-756-5862. bnd
 Due Date: 6/18/2010 6:00:00PM Resolution Date: 6/18/2010 12:00:00AM FA Status: Completed
 Resolution: PER SCOTT GOSNELL, ROBERT GOT TRUCK STUCK AT LIFT STATION AND SCOTT HAD TO PULL HIM OUT. ROBERT WILL FILL IN HOLE AND SCOTT WILL HANDLE CUSTOMER.. KEV

Sub Division: 368 MR Route: F4G FA ID : 6556200310
 Account #: 6556200000 Customer Name : HORNBECK,RICHARD J Phone #: (407) 925-7282
 Address: 213 HICKORY DR CSR: Florida Temp 2 Operator: Jonathan Pennington
 Entry Date: 4/1/2010 12:00:43PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST SAYS THAT WATER METER WAS REPLACED AND THAT THE TOP SEMENT LID IS BROKEN AND IS DANGEROUS. CALL CUST MARJORIE HORNBECK AT 407-683-7828. BND
 Due Date: 4/2/2010 6:00:00PM Resolution Date: 4/2/2010 12:00:00AM FA Status: Completed
 Resolution: Replaced meter box

Sub Division: 368 MR Route: F5F FA ID : 6700400733
 Account #: 6700400000 Customer Name : SHEARER,KIM S Phone #: (407) 921-7357
 Address: 125 TINDALE CIR CSR: Kirsten Pitroff Operator: Leroy Grainger
 Entry Date: 5/24/2010 2:07:07PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Meter seems to have stopped. cust says meter is about 33 years old, do we need to make Meter Exchange FA? Please leave comments, thanks kap
 Due Date: 5/25/2010 6:00:00PM Resolution Date: 5/25/2010 10:30:00AM FA Status: Completed
 Resolution: meter is stuck....please generate a field order for meter exchange....lrg

Sub Division: 368 MR Route: F4S FA ID : 6896410206
 Account #: 6896410000 Customer Name : MAC ALPINE,JAMES G Phone #: (407) 767-0184
 Address: 570 DEVONSHIRE BLVD CSR: Jacqueline Sillitoe Operator: Matthew Morrell
 Entry Date: 5/13/2010 8:24:37AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER SAYS THAT METER IS ONLY PROVIDING HIS IRRIG HALF OF THE FLOW IT SHOULD PER IRRIG TECH AND HE WANTS THE METER LOOKED AT AND THINKS IT SHOULD BE REPLACED.

Customer Complaints 01/01/2010 to 12/31/2010

PROVIDE COMMENT. THANKS.

Due Date: 5/17/2010 12:00:00AM Resolution Date: 5/14/2010 10:00:00AM FA Status: Completed
 Resolution: Checked flow at meter. Found 65PSI and 18GPM. Checked w/ new mtr, results the same. Installed new meter. Tagged door and spoke with customer.

Sub Division: 368 MR Route: F5F FA ID : 6751710012
 Account #: 6751710000 Customer Name : LAZARUS,LOUIS Phone #: (407) 862-0626
 Address: 211 LOCHBERRY PL CSR: Diane Drechsler Operator: Jonathan Pennington
 Entry Date: 4/29/2010 8:34:25AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Cust reports sputtering in all of the house faucets. Did not see this problem prior to the storm last weekend. He will be home all day except from 10:00 TO 11:30 AM. DSD

Due Date: 4/30/2010 6:00:00PM Resolution Date: 4/30/2010 12:00:00AM FA Status: Completed
 Resolution: SPOKE WITH CUSTOMER, HE SAYS AIR IN LINES IS CLEARING UP. HE JUST HAD LOW PRESSURE THIS MORNING. TOLD HIM TO GIVE IT A COUPLE DAYS TO GET BACK TO NORMAL.J.P.

Sub Division: 368 MR Route: F5G FA ID : 7051100061
 Account #: 7051100000 Customer Name : KORKKI,EDWIN Phone #: (407) 788-0935
 Address: 108 GOLFCUB DR CSR: Brandi Deere Operator:
 Entry Date: 5/4/2010 10:48:40AM SO Type: M-SIO Request Type: General Investigation
 Instructions: cust is complaining about on-going issue regarding water outages in his area. call cust edwin korkki at 407-788-0935. bnd

Due Date: 5/5/2010 6:00:00PM Resolution Date: 5/5/2010 12:00:00AM FA Status: Completed
 Resolution: Spoke with customer face to face. Explained power outage the previous Sunday and the weekly generator tests on Tuesdays, Informed him that these issues will be taken care of in the near future by technicians. Alex Lorenzo

Sub Division: 368 MR Route: F5G FA ID : 7128700945
 Account #: 7128700000 Customer Name : TAYLOR,ALBERT Phone #: (407) 869-5803
 Address: 128 E CUMBERLAND CIR CSR: Jacqueline Sillitoe Operator: Matthew Morrell
 Entry Date: 5/4/2010 7:47:50AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER SAYS PLUMBER SAYS OUR SEWER LINE IS FULL OF ROOTS. PLEASE SEE CUSTOMER AND CHECK. 8-12AM IF POSSIBLE.

Due Date: 5/5/2010 12:00:00AM Resolution Date: 5/5/2010 12:00:00AM FA Status: Completed
 Resolution: RAN CAMERA DOWN CUSTOMERS LINE AND FOUND ROOTS IN CUSTOMER LINE AND SHOWED HIM ON CAMERA WHERE IT WAS. CUST RESPONSIBILITY TO REPAIR.. MM

Sub Division: 368 MR Route: F4S FA ID : 7156410506
 Account #: 7156410000 Customer Name : EDWARDS,MICHAEL Phone #: (407) 260-2313
 Address: 145 TOLLGATE TRL CSR: Cristina Harden Operator: Kevin Cooper
 Entry Date: 5/7/2010 7:31:00AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST REPORTS BREAK IN STREET WWATER GUSHING OUT. (CUST : MRS. EDWARDS 321-282-9895) PAGED TO JOHN M. THANKS/TINA

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 5/7/2010 6:00:00PM Resolution Date: 5/7/2010 12:00:00AM FA Status: Completed
 Resolution: NO LEAK IN STREET. CUSTOMERS LINE BROKEN ON THEIR SIDE OF METER AND IS RUNING OUT INTO STREET. SHUT OFF METER AND INFORMED CUSTOMER OF HER LEAK AND SHE WILL CALL PLUMBER.. KEV

Sub Division: 368 MR Route: F3Z FA ID : 7495410838
 Account #: 7495410000 Customer Name : PENROD,BETTIE J Phone #: (407) 925-1580
 Address: 1907 LONG POND DR CSR: Lisa Parsons Operator: Donna Brown

Entry Date: 5/28/2010 5:11:56PM SO Type: HIBILL
 Instructions: Customer would like meter to be reread consumption is very high. Please check for leaks and if meter is spinning. Thanks Lisa

Due Date: 6/1/2010 5:11:00PM Resolution Date: 6/1/2010 9:30:00AM FA Status: Completed
 Resolution: Read. Meter running. No answer at door. Left tag with info. DB

Sub Division: 368 MR Route: F4T FA ID : 7482510943
 Account #: 7482510000 Customer Name : KIRSCHENBAUM,CAROL Phone #: (407) 774-9893
 Address: 228 SPRINGRUN CIR CSR: Lorie Mayeski Operator: Rodel Hermano

Entry Date: 4/20/2010 2:25:13PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT WE DID REPAIRS IN/ON AROUND HER PROPERTY AND WE NEED TO RE-SOD THE AREA THAT WAS DISTURBED. PLEASE CALL CUSTOMER @ (407)-774-9893 TO INFORM CUST WHEN THIS WILL BE DONE. THANKS, LORIE

Due Date: 4/22/2010 6:00:00PM Resolution Date: 4/22/2010 8:45:00AM FA Status: Completed
 Resolution: REPLACED SOD AND CLEANED AREA..RRH MM

Sub Division: 368 MR Route: F5F FA ID : 7644510247
 Account #: 7644510000 Customer Name : WATT,MELISSA A Phone #: (407) 772-1344
 Address: 112 HOLDERNESS DR CSR: Darlene Hill Operator: Donna Brown

Entry Date: 6/24/2010 12:13:08PM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLS RE-READ. IS METER WORKING PROPERLY? CST STATES THAT SHE THINKS THAT IT MAY NOT BE. THANKS, DARLENE

Due Date: 6/28/2010 12:00:00AM Resolution Date: 6/28/2010 9:25:00AM FA Status: Completed
 Resolution: Meter is not working. Please make exchange FA. Read. DB

Sub Division: 368 MR Route: F4F FA ID : 8099400727
 Account #: 8099400000 Customer Name : GARCY,DONALD D Phone #: (407) 862-3525
 Address: 444 TWISTING PINE CIR CSR: Miranda Roberts Operator:

Entry Date: 6/2/2010 12:08:24PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called due to meter in the center of driveway, meter is sinking. Check and advise.

Due Date: 6/30/2010 12:00:00AM Resolution Date: 6/29/2010 12:00:00AM FA Status: Completed
 Resolution: replaced meter in driveway & re concreted around meter box. Shawn & Matt

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5G FA ID : 8103210754
 Account #: 8103210000 Customer Name : DIORIO,MICHAEL A Phone #: (407) 862-7178
 Address: 173 DURHAM PL CSR: Cammy Iwinski Operator: Leroy Grainger
 Entry Date: 6/23/2010 9:24:33AM SO Type: M-SIO Request Type: General Investigation

Instructions: PLEASE DO A REREAD AND CHECK FOR LEAKS. CUST STATES THEY AREN'T USING THAT MUCH WATER.PLEASE SPEAK WITH CUST. THEY WILL BE HOME. CAMMY

Due Date: 6/23/2010 12:00:00AM Resolution Date: 6/24/2010 11:00:00AM FA Status: Completed
 Resolution: very small leak on customer side. spoke with customer about findings.

Sub Division: 368 MR Route: F5G FA ID : 8037210679
 Account #: 8037210000 Customer Name : HURST,BOB Phone #:
 Address: 3966 LANCASHIRE LN CSR: Matthew Chandler Operator: Jonathan Pennington
 Entry Date: 6/16/2010 7:59:56AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A MTR LEAKING IN FRONT OF THIS ADDRESS, PAGED TO JON P. MC
 Due Date: 6/16/2010 6:00:00PM Resolution Date: 6/16/2010 12:00:00AM FA Status: Completed
 Resolution: LEAK ON CUSTOMERS 1" SERVICE LINE @ PVC 90.J.P.

Sub Division: 368 MR Route: F3Y FA ID : 8111810454
 Account #: 8111810000 Customer Name : PRATT,SUSAN Phone #: (407) 682-1983
 Address: 2611 CARA LYNN WAY CSR: Leanne Loeffel Operator: Leroy Grainger
 Entry Date: 5/5/2010 3:15:55PM SO Type: HIBILL
 Instructions: read and check for leaks, customer will not listen about irrigation says it's us. tag door. Advised to check irrigation out. Leanne
 Due Date: 5/6/2010 6:00:00PM Resolution Date: 5/6/2010 9:40:00AM FA Status: Completed
 Resolution: No leaks detected. Tagged door with findings and also to check irrigation and timers. Looked at the consumption for the past 2 years and his meter registered 0. Cust has received a lot of free water.i

Sub Division: 368 MR Route: F3Y FA ID : 8111810534
 Account #: 8111810000 Customer Name : PRATT,SUSAN Phone #: (407) 682-1983
 Address: 2611 CARA LYNN WAY CSR: Brandi Deere Operator: Leroy Grainger
 Entry Date: 4/7/2010 4:01:58PM SO Type: M-REREAD
 Instructions: PLEASE RE-READ METER. CUST SAY BILL IS HIGHER THAN NORMAL. THANKS, BND
 Due Date: 4/8/2010 6:00:00PM Resolution Date: 4/8/2010 10:20:00AM FA Status: Completed
 Resolution: no leaks detected....they probably got used to old meter that was stuck so we replaced it...also she has a lot of shrubs and does a lot of irrigation?...tagged door with findings...lrg

Sub Division: 368 MR Route: F4G FA ID : 7975400372
 Account #: 7975400000 Customer Name : ADAMS,PINKY Phone #: (321) 945-7944

Customer Complaints 01/01/2010 to 12/31/2010

Address: 1036 BEARDED OAKS TER CSR: Lisa Parsons Operator: Donna Brown
 Entry Date: 5/25/2010 2:16:36PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called and said that meter is broken and that water is going everywhere. Pinky is available @ 321-945-7944 if needed. Thanks Lisa
 Due Date: 5/25/2010 12:00:00AM Resolution Date: 5/25/2010 4:00:00PM FA Status: Completed
 Resolution: Break was on customer side. Read: 2633470. DB

Sub Division: 368 MR Route: F4T FA ID : 8371800614
 Account #: 8371800000 Customer Name : SPRINGS LANDING HOA Phone #: (407) 869-0217
 Address: SPRINGS LANDING BLVD IRRIG CSR: Kirsten Pitroff Operator:
 Entry Date: 4/14/2010 8:25:20AM SO Type: M-SIO Request Type: General Investigation
 Instructions: HOA is reporting water bubbling out through the ground, and is preventing the contractor from providing irrigation to the front of the subdivision, Please Contact Carmen Ward @ 407-252-4893, concerning issue.
 Due Date: 4/15/2010 6:00:00PM Resolution Date: 4/16/2010 12:00:00AM FA Status: Completed
 Resolution: spoke with the HOA & explained that they have a leak in their pvc marked on Villa Nova

Sub Division: 368 MR Route: F4S FA ID : 8610400051
 Account #: 8610400000 Customer Name : MALONEY,ROBERT V Phone #: (407) 332-8520
 Address: 123 HICKORY TREE RD CSR: Brandi Deere Operator: Kevin Cooper
 Entry Date: 5/19/2010 7:18:47AM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
 Due Date: 5/20/2010 6:00:00PM Resolution Date: 5/20/2010 12:00:00AM FA Status: Completed
 Resolution: READ METER AND METER NOT INDICATING A LEAK. NO ANSWER AT DOOR.HE DOES HAVE SOME NEW PATCHES OF SOD. INFORMED TO CHECK IRRIGATION HEADS AND ZONES. TAGGED DOOR.. KEV

Sub Division: 368 MR Route: F3Y FA ID : 8470810760
 Account #: 8470810000 Customer Name : CURLEY,PETER Phone #: (818) 314-2197
 Address: 2540 JENNIFER HOPE BLVD CSR: Amber Daffer Operator: Donna Brown
 Entry Date: 6/14/2010 11:51:40AM SO Type: M-REREAD
 Instructions: CST PETER 407-869-1478 IS CONCERNED ABOUT USAGE. HE REQUESTED WE CHECK THE METER AND VERIFY IT IS WORKING PROPERLY. IS THERE ANY SIGN OF A LEAK? CUST WILL CALL BACK FOR RESULTS THANK YOU,AMBER
 Due Date: 6/15/2010 12:00:00AM Resolution Date: 6/15/2010 9:00:00AM FA Status: Completed
 Resolution: Read. No leaks detected. Tagged with info. DB

Sub Division: 368 MR Route: F3Z FA ID : 8805600739
 Account #: 8805600000 Customer Name : GALLIMORE,KENNEDY Phone #: (407) 927-1936
 Address: 1321 MYRTLE DR CSR: Kirsten Pitroff Operator: Matthew Morrell
 Entry Date: 4/28/2010 12:26:03PM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: Customer is calling of low water pressure. This is an ongoing problem, contact Mr. Gallimore @ 407-399-0075, investigate, Thanks kap

Due Date: 4/29/2010 6:00:00PM Resolution Date: 4/29/2010 9:00:00AM FA Status: Completed

Resolution: Checked PSI and GPM at meter. 80psi and 3.8GPM. Dug up and replaced 1 1/2" X 1" double svc from curb stop on main to meters. Flowed lines. Tested again, 80PSI and 50GPM at meter. Called cust and informed him of our findings and what we did. Matt, & S.

Sub Division: 368 MR Route: F4F FA ID : 8812310779

Account #: 8812310000 Customer Name : BELLA,MARK Phone #: (407) 788-3930

Address: 2843 SPYGLASS CV CSR: Leanne Loeffel Operator: Donna Brown

Entry Date: 6/18/2010 7:18:59AM SO Type: M-SIO Request Type: General Investigation

Instructions: Water leaking out of meter box, check out if our issue or customer issue, tag door with findings. paged to KC. Thanks, Leanne

Due Date: 6/18/2010 6:00:00PM Resolution Date: 6/18/2010 10:40:00AM FA Status: Completed

Resolution: Leak was on 2839 side. Advised customer. DB

Sub Division: 368 MR Route: F4S FA ID : 8957700069

Account #: 8957700000 Customer Name : VELHO,PAULETTE Phone #: (407) 332-7121

Address: 113 E ICHABOD TRL CSR: Samantha Tackett Operator: Leroy Grainger

Entry Date: 6/24/2010 11:15:07AM SO Type: HIBILL

Instructions: Please re read meter, customer feels last read was incorrect. Please check for any signs of a leak. Sam

Due Date: 6/25/2010 11:15:00AM Resolution Date: 6/25/2010 9:50:00AM FA Status: Completed

Resolution: no leaks detected.....lawn looks well irrigated.....lrg

Sub Division: 368 MR Route: F5G FA ID : 8898110586

Account #: 8898110000 Customer Name : FOSTER,PATRICK Phone #: (407) 774-9412

Address: 249 LIVERPOOL CV CSR: Brandi Deere Operator: Leroy Grainger

Entry Date: 6/28/2010 7:48:24AM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND

Due Date: 6/29/2010 6:00:00PM Resolution Date: 6/29/2010 11:35:00AM FA Status: Completed

Resolution: no leaks detected...correct read is 1028000...lrg tagged door with read and findings

Sub Division: 368 MR Route: F4G FA ID : 8721400245

Account #: 8721400000 Customer Name : MC CRAW,WARREN J Phone #: (407) 862-2910

Address: 3803 WATERCREST DR CSR: Jacqueline Sillitoe Operator: Alex Lorenzo

Entry Date: 4/9/2010 9:56:49AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: WATER TASTES OF CHLORINE.

Due Date: 4/9/2010 12:00:00AM Resolution Date: 4/9/2010 12:00:00AM FA Status: Completed

Resolution: Alex spoke with the customer- Chlorine residual was 1.2 ppm. explained to be in normal range- advised to leave water out then refrigerate.

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4F FA ID : 9117110366
 Account #: 9117110000 Customer Name : GEUDER,JEFFREY K Phone #: (703) 250-5159
 Address: 231 E HORNBEAM DR CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 4/30/2010 1:00:36PM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLUMBER CALLED STATED THERE IS LEAK AT HOSE BIB NEEDS TO BE FIXED. THEY ALSO NOTED THAT THERE IS A LEAK ON U.I. SIDE OF METER. DOES NOT HAVE HOUSE VALVE. INVESTIGATE. LORIE CALLED OUT TO KEVIN COOPER @ 1:55 P.M.
 Due Date: 5/3/2010 6:00:00PM Resolution Date: 5/4/2010 12:00:00AM FA Status: Completed
 Resolution: REPLACED 1 1/2" x 1" x 1" T WITH NEW 1" PLY GOING TO CURBSTOPS WITH NEW 1" CURBSTOPS TO BOTH METERS REDUCED TO 5/8" WITH NEW METER COUPLINGS.. KEV

Sub Division: 368 MR Route: F4S FA ID : 9081410622
 Account #: 9081410000 Customer Name : MANIERI,MARC C Phone #: (407) 719-5117
 Address: 239 TIMBERLANE TRCE CSR: Chennel Daniels Operator: Donna Brown
 Entry Date: 4/29/2010 5:40:35PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please check customers meter and get a read. customer had a toilet leak and used 314,250 gals of water in 3 months. contact marc 407-719-5117. Chennel
 Due Date: 4/30/2010 12:00:00AM Resolution Date: 4/30/2010 9:10:00AM FA Status: Completed
 Resolution: Met with customer. He wanted to flush his toilet to see how much water it used. Used 5 gal. Cust doesn't understand why usage is up. Meter working and no leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID : 9045600249
 Account #: 9045600000 Customer Name : WILSON,GABRIELLA Phone #:
 Address: 686 PINE SHADOW CT CSR: Cristina Harden Operator: Matthew Morrell
 Entry Date: 4/19/2010 7:15:39AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST COMPLAINS OF SEWER ISSUE. ROTO ROOTER STATES PROBLEM WHERE SEWER LINE CONNECTS TO STREET. CONTACT CUST DIRECTLY: 407-786-2601 HOME OR 407-234-7673 CELL. PAGED TO KEVIN C. THANKS/TINA
 Due Date: 4/20/2010 6:00:00PM Resolution Date: 4/19/2010 9:00:00AM FA Status: Completed
 Resolution: Rooted line to clear blockage and then put camera in line. Found cust had a really bad belly in line that is about 10-20ft long. and has 90's in line by connection. Line is clear no problem found on our end. Matt and Rodel.

Sub Division: 368 MR Route: F4S FA ID : 9218610533
 Account #: 9218610000 Customer Name : CHAN,KEYLOR Phone #: (407) 767-5722
 Address: 533 THAMES CIR CSR: Isabel Ceballos Operator: Donna Brown
 Entry Date: 6/2/2010 3:13:34PM SO Type: HIBILL
 Instructions: Re-read meter. Customer complaining of high usage. Flag meter so customer knows which meter is his. /ic
 Due Date: 6/3/2010 6:00:00PM Resolution Date: 6/3/2010 11:20:00AM FA Status: Completed
 Resolution: Read. Placed flag. Meter not moving. DB

Sub Division: 368 MR Route: F4G FA ID : 9011800426

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 9011800000 Customer Name : HEROLD,GARY Phone #: (407) 774-9297
 Address: 109 THISTLEWOOD CIR CSR: Cristina Harden Operator: Rodel Hermano
 Entry Date: 6/22/2010 12:57:49PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST STATES METER BOX BROKEN & IS HAZARDOUS SITUATION. THANKS/TINA

Due Date: 6/23/2010 6:00:00PM Resolution Date: 6/23/2010 9:45:00AM FA Status: Completed
 Resolution: REPLACED BROKEN METER BOX LID...RRH

Sub Division: 368 MR Route: F4F FA ID : 9127400547
 Account #: 9127400000 Customer Name : GILROY,MARGARET L Phone #: (407) 862-9004
 Address: 2530 LONG IRON CT CSR: Diane Drechsler Operator: Donna Brown
 Entry Date: 5/14/2010 3:42:44PM SO Type: M-SIO Request Type: General Investigation

Instructions: Cust reports that valve on the street side of the meter is leaking. Not gushing, just saturating the ground. DSD

Due Date: 5/17/2010 6:00:00PM Resolution Date: 5/17/2010 8:50:00AM FA Status: Completed
 Resolution: Curb stop leaking due to irrigation person turning off and on Friday and Sat. Advised customer not registering on the meter, leak on our side. Advised KC that curb stop needs replaced. DB

Sub Division: 368 MR Route: F4S FA ID : 9307400786
 Account #: 9307400000 Customer Name : MOINE,DEMETRA Phone #: (407) 491-1453
 Address: 174 SHERIDAN AVE CSR: Cammy Iwinski Operator: James Swegheimer
 Entry Date: 6/29/2010 9:34:18AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST STATES SHE HAS BLACK STUFF COMING OUT OF HER COLD WATER PLEASE INVESTIGATE AND CALL HER @ 407-491-1453 HER NAME IS DEMETRA. CAMMY

Due Date: 6/29/2010 12:00:00AM Resolution Date: 6/29/2010 1:30:00PM FA Status: Completed
 Resolution: went to house spoke with customer - they changed sink hoses & the inside was breaking down - informed them to use clear hose

Sub Division: 368 MR Route: F5G FA ID : 9978600064
 Account #: 9978600000 Customer Name : LITMAN,MARION F Phone #: (407) 862-2016
 Address: 216 W CUMBERLAND CIR CSR: Miranda Roberts Operator: Donna Brown
 Entry Date: 6/25/2010 2:52:29PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called in due to lid missing off meter box, please check and advise. MR

Due Date: 6/28/2010 12:00:00AM Resolution Date: 6/28/2010 9:45:00AM FA Status: Completed
 Resolution: Metal part of lid had dropped down inside box. Replaced it. DB

Sub Division: 368 MR Route: F5G FA ID : 2599000851
 Account #: 5673645291 Customer Name : HOROVITZ,SELMA Phone #: (407) 788-7880
 Address: 140 GOLFCLUB DR CSR: Kirsten Pitroff Operator: Shawn Ebert
 Entry Date: 6/23/2010 7:31:30AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer is concerned that her water does not seem to be able to be shut off at the meter, something wrong with valve? Can you investigate and speak with homeowner. thanks kap

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 6/24/2010 6:00:00PM Resolution Date: 6/24/2010 12:00:00PM FA Status: Completed
 Resolution: replaced 1" curb stop.....replaced 2 meter boxes.....

Sub Division: 368 MR Route: F5F FA ID : 2551300018
 Account #: 0015446658 Customer Name : IVEY,SUSIE Phone #: (863) 287-5191
 Address: 105 KILKENNY CT CSR: Ferrellyn Trovinger Operator: Kevin Cooper
 Entry Date: 6/14/2010 10:52:16AM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: Customer called complaining of sewer backing up into her toilets and her tub. Called to Kevin C. FLT
 Due Date: 6/14/2010 6:00:00PM Resolution Date: 6/14/2010 12:00:00AM FA Status: Completed
 Resolution: RODDED SEWER AND CLEARED BLOCKAGE, CAMERA LINE AND FOUND ROOTS IN OUR LINE AT ALMOST EVERY JOINT. WILL PUT ON LIST FOR ROOT KILL EVERY MONTH.. KEY

Sub Division: 368 MR Route: F3Y FA ID : 0381210002
 Account #: 6292125334 Customer Name : SICK,MARIA Phone #: (407) 682-2938
 Address: 616 EAST CLUB CIR CSR: Leanne Loeffel Operator: Donna Brown
 Entry Date: 4/29/2010 11:41:00AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Major increase in usage the past few months, every month is higher, please read and check for leaks. Tag door if leak detected. Thanks, Leanne
 Due Date: 4/30/2010 6:00:00PM Resolution Date: 4/30/2010 10:45:00AM FA Status: Completed
 Resolution: Meter running. Water standing just left of box between tree and box. No answer at door. Tagged and called customer # on account and left message. Read. DB

Sub Division: 368 MR Route: F5G FA ID : 6919110388
 Account #: 1005584767 Customer Name : BEMILLER,GARY L Phone #: (407) 332-6083
 Address: 114 DURHAM PL CSR: Matthew Chandler Operator: Donna Brown
 Entry Date: 4/28/2010 12:54:11PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST CALELD IN DUE TO LOW PRESSURE AND SEDIMENT IN THE WATER. HE IS HAVING ISSUE WITH THE TOILETS AND WASHER DUE TO THE PRESSURE LOST. HE IS ALSO GETTING A BANGING NOISE IN HIS PIPES. PAGED TO JOHN M.THANKS MC
 Due Date: 4/28/2010 6:00:00PM Resolution Date: 4/28/2010 2:15:00PM FA Status: Completed
 Resolution: Test PSI = 52. Customer said problem Sun. an Tue. (that a plant problem everyone knows about) explained sediment an pipe noise. Customer fine with answers. Advised JM. DB

Sub Division: 368 MR Route: F4S FA ID : 5926500582
 Account #: 7191689738 Customer Name : COLON,LYDIA Phone #: (407) 331-8407
 Address: 135 GLENDALE DR CSR: Kimberly Bennett Operator: Rodel Hermano
 Entry Date: 5/13/2010 12:45:38PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED DUE TO LEAK AT METER. PAGED TO KC @ 1:46PM.KIM-FL
 Due Date: 5/13/2010 6:00:00PM Resolution Date: 5/14/2010 9:41:00AM FA Status: Completed
 Resolution: REPLACED METER GASKET LEAKING ON THE SERVICE SIDE...RRH

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5F FA ID : 2458000697
 Account #: 3666012107 Customer Name : JEANTY,CYNTHIA Phone #: (407) 637-2667
 Address: 210 REGIS CT CSR: Leanne Loeffel Operator: Mickey Shue
 Entry Date: 6/23/2010 3:50:10PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called about extremely low water pressure. Please check out and tag door. Paged to John M.
 Due Date: 6/23/2010 6:00:00PM Resolution Date: 6/23/2010 4:45:00PM FA Status: Completed
 Resolution: found irrigation broke - hung tag to call plumber shut water off

Sub Division: 368 MR Route: F4G FA ID : 3309510533
 Account #: 4329530831 Customer Name : SHIVDASANI,VIKRANT Phone #: (407) 260-5948
 Address: 607 RIVERBEND BLVD CSR: Kirsten Pitroff Operator: Jonathan Pennington
 Entry Date: 4/28/2010 9:50:52AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer is reporting that over night the water meter has become submerged under water. Tag door with Results.
 Due Date: 4/28/2010 6:00:00PM Resolution Date: 4/28/2010 12:00:00AM FA Status: Completed
 Resolution: HAD TO REPLACE 1 1/2" T, 2- 1" CURBSTOPS AND BOX GOING TO METERS AT 607 AND 609.. JP,RRH

Sub Division: 368 MR Route: F4G FA ID : 6441410595
 Account #: 2867767469 Customer Name : Ashe,Ryan Phone #: (386) 561-1599
 Address: 305 LONESOME PINE DR CSR: Brandi Deere Operator: Jonathan Pennington
 Entry Date: 6/15/2010 2:05:49PM SO Type: HIBILL
 Instructions: re-read meter and check for leaks. cust called complaining of high bill. bnd
 Due Date: 6/16/2010 6:00:00PM Resolution Date: 6/16/2010 12:00:00AM FA Status: Completed
 Resolution: VERY SMALL LEAK ON CUSTOMERS SIDE OF SERVICE LINE.TAGED DOOR.J.P.

Sub Division: 368 MR Route: F4G FA ID : 0029500289
 Account #: 0029500000 Customer Name : LENZ,DORIS P Phone #: (407) 865-9245
 Address: 508 SPRINGCREEK DR CSR: Linette Orengo Operator: Donna Brown
 Entry Date: 8/24/2010 9:03:39AM SO Type: HIBILL
 Instructions: Re-read meter & check for leaks. Cust. called complaining of high bill & they were not home last mo./LIO FL
 Due Date: 8/24/2010 6:00:00PM Resolution Date: 8/25/2010 9:50:00AM FA Status: Completed
 Resolution: Read. No leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID : 0030310011
 Account #: 0030310000 Customer Name : HARRISON,ALAN Phone #: (407) 786-2628
 Address: 629 N LONGVIEW PL CSR: Linette Orengo Operator: Donna Brown
 Entry Date: 8/20/2010 8:21:22AM SO Type: HIBILL

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: Reread meter check for leaks. Customer called complaining of high bill. Feels water usage has gone up to much & nothing has changed in the home./LIO FL

Due Date: 8/23/2010 6:00:00PM Resolution Date: 8/23/2010 10:55:00AM FA Status: Completed

Resolution: No leaks detected. Read. DB

0030910975

Sub Division: 368

MR Route:

FA ID :

Account #: 0030910000

Customer Name : 368 Sanlando

Phone #:

Address: 368 Sanlando

CSR: Linette Orenge

Operator: Kevin Cooper

Entry Date: 9/17/2010 2:51:26PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Sewer smell in the plaza. Mrs. Webster, Terri from Hurracaine Grill & Wings on 2401 W SR 434 called it in. Paged Kevin./LIO FL

Due Date: 9/17/2010 6:00:00PM Resolution Date: 9/17/2010 12:00:00AM FA Status: Completed

Resolution: checked mains out front and they were flowing great. checked grease traps and they look fine. lady says smell is inside kitchen and i informed her to contact owner that it was not our responsibility inside. kev

Sub Division: 368

MR Route: F5G

FA ID : 0063110899

Account #: 0063110000

Customer Name : POLIZZI,JANICE

Phone #: (407) 772-4133

Address: 473 WEKIVA COVE RD

CSR: Kirsten Pitroff

Operator: Kevin Cooper

Entry Date: 8/17/2010 9:04:12AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Customer complaining of on-going pressure problem, says it is lower than last year and his yard is dying. Wants to know what we plan on doing about it, please investigate paged to Kevin thanks kap

Due Date: 8/17/2010 6:00:00PM Resolution Date: 8/17/2010 12:00:00AM FA Status: Completed

Resolution: 52 PSI AT HOSE BIB, METER RAN 30 GALLONS A MINUTE ON OPEN DISCHARGE. INFORMED CUSTOMER OF THIS AND THAT EVERYTHING ON OUR END IS GOOD. HE IS A SINGLE SERVICE OFF MAIN. INFORMED TO ADJUST IRRIGATION.. KEV

Sub Division: 368

MR Route: F5G

FA ID : 0063110920

Account #: 0063110000

Customer Name : POLIZZI,JANICE

Phone #: (407) 772-4133

Address: 473 WEKIVA COVE RD

CSR: Linette Orenge

Operator: Rodel Hermano

Entry Date: 8/3/2010 1:28:15PM

SO Type: M-SIO

Request Type: High or Low Pressure in the Water

Instructions: Cust. called stated work was done in his area about a mo. ago & the water pressure has been low ever since. Wants to know what his current water pressure is & what should it be in his area. Please call Mr.Polizzi 407-362-8490/LIO FL

Due Date: 8/4/2010 6:00:00PM Resolution Date: 8/4/2010 8:33:00AM FA Status: Completed

Resolution: Pressure is good at 52psi..Spoke to the customer and said that he will further investigate about the pressure drop in his neighborhood...rrh

Sub Division: 368

MR Route: F4F

FA ID : 0116800414

Account #: 0116800000 Customer Name : SAN MARCO VILLAS ASSOC INC

Phone #: (407) 788-9132

Address: IRRG SAN MARCOS BLDG 1

CSR: Cristina Harden

Operator: Kevin Cooper

Entry Date: 8/31/2010 8:20:21AM

SO Type: M-SIO

Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST REPORTS HI PRESSURE, IRRIGATION PIPES BURSTING. PLS CONTACT LINDA:
407-492-5892. THANKS/TINA

Due Date: 9/7/2010 6:00:00PM Resolution Date: 9/7/2010 12:00:00AM FA Status: Completed
Resolution: SPOKE WITH CUSTOMER AND INFORMED HER THAT PROBLEM WAS NOT DUE TO HI PRESSURE AND THAT WE ONLY PUT OUT 70 PSI AT PLANT AND PVC PIPE IS RATED FOR 150 PSI. SHE WAS CONCERNED BECAUSE SHE HAD 3 LEAKS THERE IN THE PAST 6 MONTHS.

Sub Division: 368 MR Route: F3Y FA ID : 0190210403
Account #: 0190210000 Customer Name : SLAMAN,ROBERT A Phone #: (407) 865-6594
Address: 1188 COACHWOOD CT CSR: Florida Temp 3 Operator: Donna Brown

Entry Date: 9/16/2010 3:10:59PM SO Type: HIBILL
Instructions: Re-read meter and check for leak. Customer called complaining of high bill. Speak with customer or tag door if no one home. /TMD

Due Date: 9/17/2010 6:00:00PM Resolution Date: 9/17/2010 12:00:00AM FA Status: Completed
Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID : 0243300798
Account #: 0243300000 Customer Name : KURLAND,JERRY Phone #: (407) 682-7799
Address: 524 SUGAR RIDGE CT CSR: Lorie Mayeski Operator: Kevin Cooper

Entry Date: 7/14/2010 11:17:50AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT HE HAS BEEN EXPERIENCE 'GREY COLORED WATER' YESTERDAY AND TODAY WANTED TO KNOW IF WE HAD BREAK IN AREA. *CALLED OUT JOHN MARINELLI @ 12:17PM

Due Date: 7/14/2010 6:00:00PM Resolution Date: 7/14/2010 12:00:00AM FA Status: Completed
Resolution: went to residence and found nothing wrong. had a water softener but it was in bypass. no leaks and water was crystal clear.. informed customer he was home.. kev

Sub Division: 368 MR Route: F5F FA ID : 0310900835
Account #: 0310900000 Customer Name : EISDORFER,STEVE Phone #: (407) 682-7600
Address: 208 AMBERGATE CT CSR: Isabel Ceballos Operator: Matthew Morrell

Entry Date: 8/30/2010 3:54:11PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer feels the meter is not registering correctly would like to have it tested. Call customer to schedule a date & time. /ic

Due Date: 8/31/2010 6:00:00PM Resolution Date: 9/7/2010 12:00:00AM FA Status: Completed
Resolution: Spoke with cust. Went over read history with him. Talked to him about his irrigation system. He is going to check that out and keep an eye on the bills for the next few months. Matt

Sub Division: 368 MR Route: F4S FA ID : 0673210655
Account #: 0673210000 Customer Name : CHOW,KEVIN Phone #: (407) 830-0231
Address: 1216 WINDSOR AVE CSR: Ann Raponi Operator: Donna Brown

Entry Date: 8/31/2010 7:23:17AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED AFTER HOURS- CUSTOMER CALLED ABOUT LOW PRESSURE. CUSTOMER WAS

Customer Complaints 01/01/2010 to 12/31/2010

TURNED OFF ON 8/26/2010. JONATHAN TURNED BACK ON DUE TO CUSTOMER MADE PAYMENT. AMR/JAM

Due Date: 8/31/2010 12:00:00AM Resolution Date: 8/31/2010 1:40:00PM FA Status: Completed

Resolution: JP turned on and said nothing wrong with pressure. DB

Sub Division: 368 MR Route: F5G FA ID : 1013900806
 Account #: 1013900000 Customer Name : ROSENBAUM,MARCY Phone #: (407) 682-2831
 Address: 325 CINDY CT CSR: Brandi Deere Operator: Donna Brown

Entry Date: 8/30/2010 9:23:44AM SO Type: HIBILL

Instructions: re-read and check meter for leak. Cust called complaining of high bill. Cust wants to speak with operator, Please call cust at 407-645-0923 & ask for Marcy Rosenbaum. bnd

Due Date: 8/31/2010 6:00:00PM Resolution Date: 8/31/2010 11:40:00AM FA Status: Completed

Resolution: Meter spinning. Spoke to man whom has been assisting her and they knew leak was between her house an meter. Called left message and tagged. DB

Sub Division: 368 MR Route: F4T FA ID : 0841900521
 Account #: 0841900000 Customer Name : WEKIVA VILLAS INC Phone #: (407) 869-8216
 Address: 113&2 TOMOKA TR CSR: Lori Jones Operator: Kevin Cooper

Entry Date: 8/4/2010 10:37:03AM SO Type: M-SIO Request Type: General Investigation

Instructions: Resident calling about leak at the meter. She stated the condo management company told her to call UI. If needed, resident # 407-869-7458. Mrs. Heinemann. Called out to Kevin Cooper. LLJ

Due Date: 8/4/2010 6:00:00PM Resolution Date: 8/4/2010 12:00:00AM FA Status: Completed

Resolution: replaced curb stop broken by customer & replaced 3' of poly

Sub Division: 368 MR Route: F4F FA ID : 1352300035
 Account #: 1352300000 Customer Name : MCKENNA,KRISTI Phone #: (407) 718-8188
 Address: 488 SUGAR RIDGE CT CSR: Lorie Mayeski Operator: John Marinelli

Entry Date: 8/6/2010 10:05:17AM SO Type: M-SIO Request Type: Lawn Repair for Water Breaks

Instructions: Cust. Called.. We repaired leak between driveway and street, UI repaired portion of sod. However, customers' driveway has been damaged due to this situation. Contact cust.directly to discuss how/when repairs to driveway will be done.407-774-6317.Lorie

Due Date: 8/17/2010 6:00:00PM Resolution Date: 8/16/2010 12:00:00AM FA Status: Completed

Resolution: damage to her driveway was not due to our work, every driveway over there is the same way. Informed customer that we did not do it.. JAM

Sub Division: 368 MR Route: F3Z FA ID : 1361300306
 Account #: 1361300000 Customer Name : ENGLISH,PATRY Phone #: (407) 333-3168
 Address: 1790 MARKHAM GLEN CIR CSR: Brandi Deere Operator: Matthew Morrell

Entry Date: 7/7/2010 8:28:07AM SO Type: M-SIO Request Type: General Investigation

Instructions: cust wants her meter tested. She says that her reading is incorrect & that she does not have a leak in the

Customer Complaints 01/01/2010 to 12/31/2010

house. Please call cust Patry English #407-920-9791 (cell) #407-333-3168 (alt #). Thanks, bnd

Due Date: 7/12/2010 6:00:00PM Resolution Date: 7/15/2010 8:00:00AM FA Status: Completed
 Resolution: Spoke with cust and explained the read history to them and what they can do. Advised him to check his irrigation system and take daily readings to see where usage is. Meter is working fine. Matt

Sub Division: 368 MR Route: F3Y FA ID : 1624210551
 Account #: 1624210000 Customer Name : Desrosiers,Rebecca Phone #: (407) 788-1220
 Address: 647 EAST CLUB CIR CSR: Mullins Ryan Operator: Donna Brown

Entry Date: 9/7/2010 1:36:41PM SO Type: HIBILL
 Instructions: Re-read meter and check for leaks, customer called complaining of high bill, tag door with results/RDM
 Due Date: 9/8/2010 6:00:00PM Resolution Date: 9/8/2010 9:15:00AM FA Status: Completed
 Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID : 1554210236
 Account #: 1554210000 Customer Name : YOUNG,MICHAEL Phone #: (407) 389-0723
 Address: 215 S SHADOWBAY BLVD CSR: Brandi Deere Operator: Donna Brown

Entry Date: 7/16/2010 1:48:34PM SO Type: HIBILL
 Instructions: RE-READ AND CHECK METER FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
 Due Date: 7/19/2010 6:00:00PM Resolution Date: 7/19/2010 11:30:00AM FA Status: Completed
 Resolution: Met with customer. Meter moving slowly. Advised leak on customer side. Read. DB

Sub Division: 368 MR Route: F4T FA ID : 1645700355
 Account #: 1645700000 Customer Name : LASINE,SUE Phone #: (954) 260-7466
 Address: 2082 BILTMORE PT CSR: Florida Temp 2 Operator: Leroy Grainger

Entry Date: 7/20/2010 10:13:28AM SO Type: HIBILL
 Instructions: Re-read meter & check for leaks. Customer called complaining of high bill.
 Due Date: 7/21/2010 6:00:00PM Resolution Date: 7/21/2010 8:45:00AM FA Status: Completed
 Resolution: no leaks detected..Maybe over irrigated since we have not had much rain? Auto pool fill maybe?..

Tagged door with findings.....lrg

Sub Division: 368 MR Route: F3Z FA ID : 1604210179
 Account #: 1604210000 Customer Name : HANZE,KARINA E Phone #: (407) 682-2131
 Address: 1027 EDMISTON PL CSR: Jacqueline Sillitoe Operator: Donna Brown

Entry Date: 7/28/2010 12:46:13PM SO Type: HIBILL
 Instructions: PLEASE REREAD METER AND CHECK FOR LEAKS. CUSTOMER IS DISPUTING USAGE FROM 05-06/2010 STATING IT IS TOO HIGH. TAG DOOR WITH RESULTS.
 Due Date: 7/29/2010 6:00:00PM Resolution Date: 7/29/2010 9:50:00AM FA Status: Completed
 Resolution: Read. No leaks detected. Spoke to customer. DB

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F3Z FA ID : 1772110292
 Account #: 1772110000 Customer Name : CLONTZ,DR FRANK Phone #: (407) 774-5052
 Address: 1828 WINGFIELD DR CSR: Leanne Loeffel Operator: James Swegheimer
 Entry Date: 7/21/2010 9:37:04AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer complaining of black spots on clothing after washing, on toothbrushes and when she filled a bucket, floating in the water....paged to Scott G to check out. Please notify customer after investigating. Thanks Leanne
 Due Date: 7/21/2010 6:00:00PM Resolution Date: 7/22/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED WATER AT OUTSIDE HOSE BIB AND CL2 WAS 1.65 WATER IS CLEAR .SPOKE WITH LADY AT HOUSE AND LET HER KNOW WATER IS GOOD TO CHECK PLUMBING.. JSWEGHEIMER

Sub Division: 368 MR Route: F5F FA ID : 1758310685
 Account #: 1758310000 Customer Name : ACKEN,JOHN H Phone #: (407) 869-0911
 Address: 155 HOLDERNESS DR CSR: Lori Jones Operator: Donna Brown
 Entry Date: 8/27/2010 4:08:44PM SO Type: HIBILL
 Instructions: Please check meter for leaks and re-read. Customer complaining of large consumption. Tag door with findings.
 Due Date: 8/30/2010 6:00:00PM Resolution Date: 8/30/2010 10:35:00AM FA Status: Completed
 Resolution: Meter was moving slowly. Read. Tagged door. DB

Sub Division: 368 MR Route: F5G FA ID : 1712000492
 Account #: 1712000000 Customer Name : CROCIATA,ANTHONY Phone #: (407) 702-6239
 Address: 103 GOLF CLUB DR CSR: Mullins Ryan Operator: Kevin Cooper
 Entry Date: 9/27/2010 10:12:10AM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer says water line is under tree he needs removed please speak with customer/RDM
 Due Date: 9/28/2010 6:00:00PM Resolution Date: 9/28/2010 12:00:00AM FA Status: Completed
 Resolution: OUR METER AND SERVICELINE IS IN FRONT OF TREE. SPOKE WITH CUSTOMER AT HOME AND HE IS TAKING TREE OUT AND HIS LINE FROM METER IS UNDER TREE. INFORMED HIM TO CALL PLUMBER TO MOVE LINE THAT WAS NOT OUR RESPONSIBILITY.. KEV

Sub Division: 368 MR Route: F5G FA ID : 2061010173
 Account #: 2061010000 Customer Name : ACKMAN,SINDI Phone #: (407) 774-8811
 Address: 125 TRAFALGAR PL CSR: Cristina Harden Operator: Kevin Cooper
 Entry Date: 9/8/2010 11:23:33AM SO Type: M-SIO Request Type: General Investigation
 Instructions: cust reports low pressure. Cust: 321-972-5245. Paged to tom keys, per Kevin c. thanks
 Due Date: 9/8/2010 6:00:00PM Resolution Date: 9/9/2010 12:00:00AM FA Status: Completed
 Resolution: TOM SPOKE WITH CUSTOMER AND FOUND OUT THAT IT WAS ONLY IN ONE SINK, THE REST OF THE HOUSE WAS FINE. CUSTOMER PROBLEM AND INFORMED TO CHECK PLUMBING INSIDE.. TOM KEYS

Sub Division: 368 MR Route: F4G FA ID : 1992510813
 Account #: 1992510000 Customer Name : THOMPSON,TRACIE L Phone #: (407) 629-1737

Customer Complaints 01/01/2010 to 12/31/2010

Address: 312 RIVERBEND BLVD CSR: Brandi Deere Operator: Kevin Cooper
 Entry Date: 9/7/2010 11:17:04AM SO Type: M-SIO Request Type: General Investigation
 Instructions: cust says there's a stream of water flowing down the end of her driveway from the meter box. Cust is requesting for door to be tagged when repair is completed. Page to Kevin c. bnd
 Due Date: 9/7/2010 6:00:00PM Resolution Date: 9/7/2010 12:00:00AM FA Status: Completed
 Resolution: LEAK IS ON CUSTOMERS LINE BY DRIVEWAY. WE SHUT OFF METER AND TRIED TO CALL CUSTOMER BUT NUMBER IS DISCONNECTED. LEFT TAG TO INFORM WATER IS OFF AND TO CALL PLUMBER.. KEV, RRH

Sub Division: 368 MR Route: F4F FA ID : 1953110975
 Account #: 1953110000 Customer Name : BURRAGE,COSANDRA Phone #: (407) 788-6795
 Address: 327 W HORNBEAM DR CSR: Mullins Ryan Operator: Kevin Cooper
 Entry Date: 9/22/2010 7:44:45AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says she has low water pressure, please investigate/RDM
 Due Date: 9/22/2010 6:00:00PM Resolution Date: 9/22/2010 12:00:00AM FA Status: Completed
 Resolution: checked address and found that the house valve was almost all the way shut off, turned on house valve for customer.. kev

Sub Division: 368 MR Route: F4F FA ID : 2039300557
 Account #: 2039300000 Customer Name : WEBSTER,TERI L Phone #: (407) 682-1157
 Address: 707 BEAR SHADOW CT CSR: Brandi Deere Operator: Jonathan Pennington
 Entry Date: 7/15/2010 10:03:57AM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
 Due Date: 7/16/2010 6:00:00PM Resolution Date: 7/16/2010 12:00:00AM FA Status: Completed
 Resolution: NO LEAKS INDICATED,TAGED DOOR WITH INFO.J.P.

Sub Division: 368 MR Route: F3Z FA ID : 1974200630
 Account #: 1974200000 Customer Name : MILLER,CAROL Phone #: (407) 786-0678
 Address: 1448 N RIDGE DR CSR: Brandi Deere Operator: Donna Brown
 Entry Date: 7/26/2010 11:48:04AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUST SAYS SHE HAS LOW WATER PRESSURE. PLEASE CHECK. PAGE TO DONNA B. THANKS, BND
 Due Date: 7/26/2010 6:00:00PM Resolution Date: 7/26/2010 2:00:00PM FA Status: Completed
 Resolution: Meter spinning. No answer at door or phone. PSI tested 30. Neighbors at 72. Shut off backflow meter still running. Shut off house valve, meter still running. Turn water off at meter. Tagged door leak on their property with info. DB

Sub Division: 368 MR Route: F5F FA ID : 2384800767
 Account #: 2384800000 Customer Name : HARLAN,JULIAN B Phone #: (407) 869-5792
 Address: 240 COBLE DR CSR: Leanne Loeffel Operator: Donna Brown
 Entry Date: 7/30/2010 3:46:40PM SO Type: HIBILL

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: Please read and check for leaks, customer insists he is not using this much water irrigating..Please tag door.
Thanks, Leanne

Due Date: 8/2/2010 6:00:00PM Resolution Date: 8/2/2010 10:55:00AM FA Status: Completed

Resolution: No leaks detected. Read. Spoke to customer. DB

Sub Division: 368 MR Route: F5F FA ID : 2268510059
Account #: 2268510000 Customer Name : FROST,WILLIAM Phone #: (407) 862-4317
Address: 322 CAMBRIDGE DR CSR: Linda Jones Operator: Donna Brown

Entry Date: 9/8/2010 12:15:04PM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. CUST COMPLAINING OF HIGH BILL. LSJ

Due Date: 9/9/2010 6:00:00PM Resolution Date: 9/9/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F3Y FA ID : 2284100926
Account #: 2284100000 Customer Name : JAMES,CHERYL M Phone #: (407) 774-5016

Address: 391 KAPOK CT CSR: Jacqueline Sillitoe Operator: Leroy Grainger

Entry Date: 8/9/2010 2:16:48PM SO Type: HIBILL

Instructions: PLEASE REREAD METER.CUSTOMER DISPUTING USAGE. CHECK FOR LEAKS.TAG DOOR.

Due Date: 8/10/2010 6:00:00PM Resolution Date: 8/10/2010 1:50:00PM FA Status: Completed

Resolution: meter indicated leak on customer's property....no one answered the door. Tagged door with all findings....lrg

Sub Division: 368 MR Route: F4F FA ID : 2464310229
Account #: 2464310000 Customer Name : BLEAKLEY,MICHAEL Phone #: (407) 682-3559
Address: 572 S LONGVIEW PL CSR: Lori Jones Operator: Rodel Hermano

Entry Date: 9/9/2010 3:08:35PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer reporting leak at the meter. /LLJ

Due Date: 9/10/2010 6:00:00PM Resolution Date: 9/10/2010 12:00:00AM FA Status: Completed

Resolution: DUG UP MAIN ACROSS STREET TO SHUT CORP OFF TO STOP LEAK TO DOUBLE SERVICE. REPLACED 1 1/2" POLY (6') TO 1 1/2" X 1" X 1" T, NEW 1"POLY AND CURBSTOPS TO BOTH METERS AND NEW GASKETTS AND METER COUPLINGS FROM CURBSTOPS.

Sub Division: 368 MR Route: F4F FA ID : 2515210993
Account #: 2515210000 Customer Name : BERNSTEIN,HOWARD Phone #: (407) 774-7947
Address: 225 S SHADOWBAY BLVD CSR: Lori Jones Operator: Tom Wright

Entry Date: 9/17/2010 2:09:28PM SO Type: HIBILL

Instructions: Please check for leaks and re-read meter. Customer's usage almost doubled compared to last month, and Cust was complaining of high bill. Thank you. LLJ

Due Date: 9/20/2010 6:00:00PM Resolution Date: 9/20/2010 11:00:00AM FA Status: Completed

Resolution: read meter, no leaks detected...tagged door with findings...t.w.

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5G FA ID : 2584710719
 Account #: 2584710000 Customer Name : POMMISS,RICHARD Phone #: (407) 774-3171
 Address: 1864 ST ANDREWS PL CSR: Linda Jones Operator: Kevin Cooper
 Entry Date: 7/12/2010 7:36:46AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please check water pressure and leaks. Cust complaining. Thanks Linda
 Due Date: 7/12/2010 6:00:00PM Resolution Date: 7/12/2010 12:00:00AM FA Status: Completed
 Resolution: Customer's house valve was half way shut off . Turned valve all the way open and they checked pressure and it was great.. KEV

Sub Division: 368 MR Route: F4G FA ID : 2610600393
 Account #: 2610600000 Customer Name : CORDOBA,CARLOS F Phone #: (407) 869-6107
 Address: 200 SUGARLOAF CT CSR: Cristina Harden Operator: Kevin Cooper
 Entry Date: 7/6/2010 2:27:41PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST REPORTS BREAK IN LINE AT METER. PAGED TO KEVIN COOPER. THANKS/TINA
 Due Date: 7/6/2010 6:00:00PM Resolution Date: 7/7/2010 12:00:00AM FA Status: Completed
 Resolution: replaced 3' piece of 1" poly that was leaking under the road,, kev

Sub Division: 368 MR Route: F4G FA ID : 2991800553
 Account #: 2991800000 Customer Name : FALBO JR,ANTHONY Phone #: (407) 869-6246
 Address: 200 THISTLEWOOD CT CSR: Elise Christian Operator: Donna Brown
 Entry Date: 8/6/2010 10:59:15AM SO Type: M-EXCHNG
 Instructions: CUST SNT NOTE THAT SOMETHING IS WRONG WITH THE MTR GAUGE. A F/A WAS ISSUED 2/10 WITH FIELD FINDINGS THAT MTR WAS STUCK. PLEASE REPLACE MTR. TAG RES W/FINDINGS. (EC)
 Due Date: 8/11/2010 6:00:00PM Resolution Date: 8/11/2010 10:00:00AM FA Status: Completed
 Resolution: EXCHANGED METER. CUSTOMER HAS A SLOW LEAK IN IRRIGATION. SHOWED HER WHERE IT WAS. MAO

Sub Division: 368 MR Route: F4S FA ID : 3210800671
 Account #: 3210800000 Customer Name : DWYER,ANN LOUISE Phone #: (407) 332-5078
 Address: 120 LAKE OAKS BLVD CSR: Mullins Ryan Operator: Donna Brown
 Entry Date: 7/30/2010 10:01:27AM SO Type: HIBILL
 Instructions: Re-read meter and check for leak. Customer called complaining of high bill/RDM
 Due Date: 8/2/2010 6:00:00PM Resolution Date: 8/2/2010 8:20:00AM FA Status: Completed
 Resolution: Customer stated he had repairs done a month ago and that is where he has a leak. Meter was moving. Read. DB

Sub Division: 368 MR Route: F4S FA ID : 3364500018
 Account #: 3364500000 Customer Name : MARSHALL,VINCE Phone #: (407) 830-7382
 Address: 139 SHERIDAN AVE CSR: Tara Drury Operator: Donna Brown

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 9/28/2010 9:44:40AM SO Type: HIBILL
 Instructions: Re-read meter and check for leak. Customer complaining of high bill. Speak with customer or tag door if no one home. Customer will be there in the afternoon. /TMD
 Due Date: 9/29/2010 6:00:00PM Resolution Date: 9/29/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. Tag. DB

Sub Division: 368 MR Route: F4S FA ID : 3394500109
 Account #: 3394500000 Customer Name : MITCHELL,MARY Phone #: (407) 260-5362
 Address: 129 SHERIDAN AVE CSR: Matthew Chandler Operator: Kevin Cooper
 Entry Date: 7/19/2010 12:13:06PM SO Type: M-SIO Request Type: Odor in Sewer
 Instructions: CUST CALLED IN WITH A STRONG SEWER SMELL COMING UP THROUGH THE DRAINS. PLEASE CHK OUT. PAGED TO KEVIN C.THANKS.MC
 Due Date: 7/19/2010 6:00:00PM Resolution Date: 7/19/2010 12:00:00AM FA Status: Completed
 Resolution: customer says she has a smell in her shower and nowhere else in the house. She is not having a backup and her lines are clear. Informed to try to use some bleach or liquid plumber and to check vent stack. If that didn't work to call plumber to check.. ke

Sub Division: 368 MR Route: F5G FA ID : 3904110084
 Account #: 3904110000 Customer Name : TORRES,JOE Phone #: (407) 774-2717
 Address: 213 MILFORD HAVEN CV CSR: Brandi Deere Operator: Donna Brown
 Entry Date: 9/28/2010 8:33:16AM SO Type: HIBILL
 Instructions: RE-READ AND CHECK METER FOR LEAK. CUST CALLED CONCERNED OF HIGH BILL. BND
 Due Date: 9/29/2010 6:00:00PM Resolution Date: 9/29/2010 12:00:00AM FA Status: Completed
 Resolution: READ METER AND THERE ARE NO LEAKS INDICATED.. DB

Sub Division: 368 MR Route: F4G FA ID : 3841200052
 Account #: 3841200000 Customer Name : BECKER,JACKIE Phone #: (407) 862-3931
 Address: 612 FOX VALLEY DR CSR: Linette Orengo Operator: Kevin Cooper
 Entry Date: 9/16/2010 10:38:56AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Cust. feels she needs a new meter because hers is too old & too much water consumption for 1 person. Please check if meter needs to be replaced or if there is a leak./LIO FL
 Due Date: 9/17/2010 6:00:00PM Resolution Date: 9/17/2010 12:00:00AM FA Status: Completed
 Resolution: meter is working fine and there are no leaks on main line to house or irrigation. She is filling the pool 3 inches every week and has a large pool. Informed her to have her irrigation zones checked for leaks and pool for leak too. kev

Sub Division: 368 MR Route: F3Y FA ID : 3871000383
 Account #: 3871000000 Customer Name : PIERCY,RICHARD Phone #: (407) 774-2165
 Address: 2391 WESTWOOD DR CSR: Linda Jones Operator: John Marinelli
 Entry Date: 8/24/2010 1:38:41PM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLEASE CALL MR PIERCY @4077211373 ABOUT COLLAPSING DRIVEWAY -WORK PREVIOUS DONE @LOCATION. LSJ

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 8/25/2010 6:00:00PM Resolution Date: 8/25/2010 12:00:00AM FA Status: Completed
 Resolution: THIS WAS NOT CAUSED BY OUR WORK. HE HAS A DRIVEWAY POURED ON TOP OF A DRIVEWAY AND IN PARKING HIS MOTOR HOME IN THE DRIVE HAS CRACKED THE TOP CONCRETE BECAUSE IT IS THIN.. JAM

Sub Division: 368 MR Route: F4F FA ID : 3735110955
 Account #: 3735110000 Customer Name : GIBSON,MICHELLE Phone #: (407) 869-4893
 Address: 300 RED MULBERRY CT CSR: Cristina Harden Operator: Jonathan Pennington

Entry Date: 7/15/2010 8:22:35AM SO Type: M-EXCHNG
 Instructions: CUST STATES METER STOPPED REGISTERING USAGE. PLEASE EXCHANGE METER. THANKS/TINA
 Due Date: 7/16/2010 6:00:00PM Resolution Date: 7/16/2010 12:00:00AM FA Status: Completed
 Resolution: meter replaced.. jp

Sub Division: 368 MR Route: F4S FA ID : 4252410943
 Account #: 4252410000 Customer Name : WEHNER,VICKIE Phone #: (407) 260-6267
 Address: 225 TOLLGATE TRL CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 8/16/2010 4:09:17PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT WE WENT TO WRONG HOME AND TURNED OFF NEIGHBORS METER. PLEASE RESPOND TURN OFF METER AS CUSTOMER HAS LEAK. CALLED OUT TO KEVIN COOPER @ 5:05 P.M.*

Due Date: 8/16/2010 6:00:00PM Resolution Date: 8/16/2010 12:00:00AM FA Status: Completed
 Resolution: GOT ON CALL TO TURN OFF ON HIS WAY HOME. KEV

Sub Division: 368 MR Route: F5F FA ID : 4289900929
 Account #: 4289900000 Customer Name : MEYER SR,THOMAS R Phone #: (407) 869-1994
 Address: 379 WINCHESTER PL CSR: Mullins Ryan Operator: Leroy Grainger

Entry Date: 9/1/2010 3:28:48PM SO Type: HIBILL
 Instructions: Re-read meter and check for leak, customer called with high bill, please tag door with findings/RDM
 Due Date: 9/2/2010 6:00:00PM Resolution Date: 9/2/2010 8:50:00AM FA Status: Completed
 Resolution: no leaks detected, tagged door with findings....lrg

Sub Division: 368 MR Route: F4S FA ID : 5015400305
 Account #: 5015400000 Customer Name : JUANICO,THOMAS M Phone #: (407) 339-9197
 Address: 108 SHERIDAN AVE CSR: Linda Jones Operator: Leroy Grainger

Entry Date: 9/20/2010 3:14:14PM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAKS. MR COMPLAINING OF HIGH BILL. LINDA
 Due Date: 9/21/2010 6:00:00PM Resolution Date: 9/21/2010 9:00:00AM FA Status: Completed
 Resolution: no leaks detected, tagged door...lrg

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5G FA ID : 5124900049
 Account #: 5124900000 Customer Name : AUSTIN,JIM Phone #: (407) 862-5725
 Address: 200 BARRY CT CSR: Linda Jones Operator: Kevin Cooper
 Entry Date: 9/16/2010 10:38:23AM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLEASE RE CHECK WATER PRESSURE WITH SPRINKLER SYSTEM STILL LOW PER MS. (CALLED TO Kevin) CONTACT #SHERI AUSTIN 4077929587. LINDA
 Due Date: 9/16/2010 6:00:00PM Resolution Date: 9/16/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED ADDRESS AND FOUND THAT THEY HAVE 55 PSI AT HOSE BIB AND METER WAS REGISTERING 14 GPM AT HOSE BIB. CONTACTED CUSTOMER AND EXPLAINED THAT OUR METER AND LINES WERE GOOD AND TO CHECK HER IRRIGATION ZONES, CLOCK, PIPES, ETC..... KEV

Sub Division: 368 MR Route: F5G FA ID : 5124900147
 Account #: 5124900000 Customer Name : AUSTIN,JIM Phone #: (407) 862-5725
 Address: 200 BARRY CT CSR: Cristina Harden Operator: Donna Brown
 Entry Date: 8/6/2010 12:34:30PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST REPORTS LOW PRESSURE COMPARED TO NEIGHBORS (PER HER LAWN MAN). PLS CALL CUST WITH RESULTS DIRECTLY: 407-792-9587 . THANKS/TINA
 Due Date: 8/9/2010 6:00:00PM Resolution Date: 8/9/2010 11:45:00AM FA Status: Completed
 Resolution: Tested pressure at two hose bibs on house. PSI 60. Called left message for customer giving results. DB

Sub Division: 368 MR Route: F4F FA ID : 5335500207
 Account #: 5335500000 Customer Name : FULP,KEVIN Phone #: (407) 772-0755
 Address: 661 LONGMEADOW CIR CSR: Mullins Ryan Operator: Tom Wright
 Entry Date: 9/16/2010 3:17:25PM SO Type: HIBILL
 Instructions: re-read meter and check for leak, customer called complaining of high bill/RDM
 Due Date: 9/17/2010 6:00:00PM Resolution Date: 9/20/2010 10:45:00AM FA Status: Completed
 Resolution: no leaks detected....tagged door with findings.....t.w.

Sub Division: 368 MR Route: F4G FA ID : 5391400786
 Account #: 5391400000 Customer Name : ROSE,KENNETH Phone #: (407) 862-1685
 Address: 3660 WATERCREST DR CSR: Lisa Parsons Operator: Kevin Cooper
 Entry Date: 7/20/2010 11:06:39AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED SAID MAN HOLE HAS WATER COMING OUT AND A FOUL SMELL. CALLED OUT TO KEVIN C.THANKS LISA
 Due Date: 7/20/2010 12:00:00AM Resolution Date: 7/20/2010 12:00:00AM FA Status: Completed
 Resolution: PROBLEM WITH LIFT STATION AND MANHOLE DID FLOW SOME WATER OUT INTO STREET. VAC LIFT STATION DOWN AND CLEANED STREET.. KEV

Sub Division: 368 MR Route: F5G FA ID : 5779900896

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 5779900000 Customer Name : MCGURK,LARRY J Phone #: (407) 862-6289
 Address: 357 WEKIVA COVE RD CSR: Brandi Deere Operator: Leroy Grainger
 Entry Date: 7/26/2010 2:37:04PM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
 Due Date: 7/27/2010 6:00:00PM Resolution Date: 7/27/2010 11:45:00AM FA Status: Completed
 Resolution: no leaks detected...tagged door with findings...lrg

Sub Division: 368 MR Route: F4T FA ID : 5882500432

Account #: 5882500000 Customer Name : SOHAIL,MOHAMMAD G Phone #:
 Address: 114-B WISTERIA DR CSR: Brandi Deere Operator: Shawn Ebert
 Entry Date: 9/14/2010 12:05:45PM SO Type: M-EXCHNG
 Instructions: CUST SAYS THE WATER METER IS LEAKING. PAGE TO KEVIN C. BND
 Due Date: 9/14/2010 6:00:00PM Resolution Date: 9/14/2010 12:00:00AM FA Status: Completed
 Resolution: TOP ON METER WAS CRACKED AND LEAKING. REPLACED METER AND GASKETTS WITH NEW COUPLING ON CUSTOMER SIDE AND HAD TO PLUMB CUSTOMERS PVC BACK INTO METER.. SME

Sub Division: 368 MR Route: F4G FA ID : 5846600127

Account #: 5846600000 Customer Name : MURPHY,LORI L Phone #: (407) 774-3283
 Address: 107 COVE LAKE DR CSR: Lori Jones Operator: Leroy Grainger
 Entry Date: 9/14/2010 7:07:04AM SO Type: HIBILL
 Instructions: Please re-read meter and check for leaks. Customer complaining of double the bill/consumption of water, when she states nothing has changed this month. Thank you. LLJ
 Due Date: 9/15/2010 6:00:00PM Resolution Date: 9/15/2010 10:00:00AM FA Status: Completed
 Resolution: meter indicated a leak on customers property, knocked on door no answer, just dogs barking....tagged door with findings....lrg

Sub Division: 368 MR Route: F4S FA ID : 6094510594

Account #: 6094510000 Customer Name : DELONG,NANCY E Phone #: (407) 754-0393
 Address: 520 PRESTON RD CSR: Lori Jones Operator: Donna Brown
 Entry Date: 7/30/2010 8:44:08AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please check meter for leaks and re-read. Customer complaining about the amount of usage from previous bill. Tag door with findings. Thank you. LLJ
 Due Date: 8/2/2010 6:00:00PM Resolution Date: 8/2/2010 8:20:00AM FA Status: Completed
 Resolution: Spoke to customer. He knew he had leak on his side after some repairs. Meter moving and nothing on in house. Read. DB

Sub Division: 368 MR Route: F4G FA ID : 6157200252

Account #: 6157200000 Customer Name : CASTLE,JUDITH A Phone #: (407) 788-8649
 Address: 214 HICKORY DR CSR: Cristina Harden Operator: Rodel Hermano
 Entry Date: 8/19/2010 8:24:00AM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST FEELS METER IS VERY OLD & CAN'T BE SHUTOFF WHEN NECESSARY. CC&B SHOWS METER REPLACED IN 2008. CUST DOESN'T FEEL THAT'S ACCURATE & WANTS TO SPEAK W/ TECH: 407-788-8649. THANKS/TINA

Due Date: 8/20/2010 6:00:00PM Resolution Date: 8/19/2010 12:00:00AM FA Status: Completed

Resolution: Spoke to the handyman present and told him we will not replace a working curb stop...The meter is fine. Advised him to tell the owner of the house to install a valve after the meter for emergency shut off...rrh

Sub Division: 368 MR Route: F5F FA ID : 6341500713
 Account #: 6341500000 Customer Name : TODD,KIMBERLY Phone #: (407) 788-4324
 Address: 229 CAMBRIDGE DR CSR: Linette Orengo Operator: Leroy Grainger

Entry Date: 8/30/2010 7:24:54AM SO Type: HIBILL

Instructions: Reread meter, check for leaks. Customer called complaining of high bill. Stated they were out of the house for a wk & no sprinklers on & the usage doubled. Spoke to Matt M. leak repaired in July didn't affect cust. line.

Due Date: 8/31/2010 6:00:00PM Resolution Date: 8/31/2010 12:00:00AM FA Status: Completed

Resolution: no leaks detected...lrg

Sub Division: 368 MR Route: F4T FA ID : 6315410924
 Account #: 6315410000 Customer Name : SHANE,A LEE Phone #: (407) 862-8111
 Address: 111 CEDAR POINT LN CSR: Andrea Lybarger Operator: Leroy Grainger

Entry Date: 9/20/2010 2:57:07PM SO Type: HIBILL

Instructions: RE READ METER AND CHECK FO LEAK CUSTOMER COMPLAINT ON HIGH BILL.ANDREA

Due Date: 9/21/2010 6:00:00PM Resolution Date: 9/21/2010 9:30:00AM FA Status: Completed

Resolution: no leaks detected, spoke with customer...lrg

Sub Division: 368 MR Route: F4T FA ID : 6637700828
 Account #: 6637700000 Customer Name : KOENIG,GEORGE Phone #: (407) 342-0848
 Address: 2067 HUTTON PT CSR: Mullins Ryan Operator: Leroy Grainger

Entry Date: 8/31/2010 11:04:49AM SO Type: HIBILL

Instructions: re-read meter and check for leaks, customer called complaining of high bill, leave notes on account

Due Date: 9/1/2010 6:00:00PM Resolution Date: 9/1/2010 1:15:00PM FA Status: Completed

Resolution: no leaks detected....tagged door with findings.....lrg

Sub Division: 368 MR Route: F5G FA ID : 7011010037
 Account #: 7011010000 Customer Name : ROY,RONNIE D Phone #: (407) 774-7185
 Address: 109 TRAFALGAR PL CSR: Lorie Mayeski Operator: Rodel Hermano

Entry Date: 9/24/2010 2:43:03PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED WE NEED TO COME BACK TO REPAIR HIS LAWN. PLEASE RESPOND. THANKS, LORIE M. 9-24-2010*J. MARINELLI WILL GET TO IT ON MONDAY 9-27-2010.

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 9/27/2010 6:00:00PM Resolution Date: 9/27/2010 12:00:00AM FA Status: Completed
 Resolution: REPLACED SOD IN AREA WE DUG UP FOR REPAIR AND MADE SURE AREA WAS NICE AND LOOKS GOOD.. RRH,KEV

Sub Division: 368 MR Route: F3Z FA ID : 7050110738
 Account #: 7050110000 Customer Name : CARDIN,KELLY Phone #: (321) 228-1193
 Address: 1638 RUTLEDGE RD CSR: Cristina Harden Operator: Kevin Cooper
 Entry Date: 8/16/2010 1:00:40PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST REPORTS LOW PRESSURE. CUST 321-228-1193 PAGED TO KEVIN C. THANKS//TINA
 Due Date: 8/16/2010 6:00:00PM Resolution Date: 8/16/2010 12:00:00AM FA Status: Completed
 Resolution: customer has 72 psi at hose bib and meter is fine. Informed her to call in when problem is occurring.. KEV

Sub Division: 368 MR Route: F4G FA ID : 7144410282
 Account #: 7144410000 Customer Name : CYPHERS,MARIANNA Phone #: (407) 869-7421
 Address: 126 COUNTRYSIDE DR CSR: Cammy Iwinski Operator: Jonathan Pennington
 Entry Date: 7/1/2010 12:23:02PM SO Type: M-SIO Request Type: General Investigation
 Instructions: check cust water pressure. Cust stated she doesn't have hardly any. Please let cust know the result they will be home. Thank you,cammy
 Due Date: 7/2/2010 12:00:00AM Resolution Date: 7/2/2010 12:00:00AM FA Status: Completed
 Resolution: 52 PSI @ METER.FLOWED METER 15 GPM.CUSTOMERS INSTALLED NEW IRRIG, HEADS AND MORE OF THEM,PRESSURE IS LOW IN HOUSE WHEN USING IRRIG.ADVISED CUSTOMER OF INFO.J.P.

Sub Division: 368 MR Route: F3Z FA ID : 7133210941
 Account #: 7133210000 Customer Name : BOWMAN,DOLLIS Phone #: (407) 862-0630
 Address: 1010 EDMISTON PL CSR: Mullins Ryan Operator: Leroy Grainger
 Entry Date: 9/3/2010 2:11:34PM SO Type: HIBILL
 Instructions: Re-read meter and check for leaks, customer called complaining of high bill/RDM
 Due Date: 9/7/2010 6:00:00PM Resolution Date: 9/7/2010 8:15:00AM FA Status: Completed
 Resolution: meter indicated leak on customer's property....tagged door with findings....lrg

Sub Division: 368 MR Route: F4S FA ID : 7502510482
 Account #: 7502510000 Customer Name : BECHTOLD,KENNETH Phone #: (407) 332-7724
 Address: 640 SWEETBRIAR BR CSR: Cristina Harden Operator: Jonathan Pennington
 Entry Date: 8/26/2010 10:35:26AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST STATES DOES NOT HAVE ANY WATER. PAGED TO KEVIN C. THANKS//TINA
 Due Date: 8/26/2010 6:00:00PM Resolution Date: 8/26/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMER TURNED OFF BY MISTAKE.TURNED CUSTOMER BACK ON

Sub Division: 368 MR Route: F4G FA ID : 7592310512

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 7592310000 Customer Name : MEYER,STEVE Phone #: (407) 865-7785
 Address: 600 CROOKED OAK CT CSR: Cammy Iwinski Operator: Jonathan Pennington
 Entry Date: 7/1/2010 11:43:40AM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLEASE CALL LOIS @ 407-865-7785 ABOUT WHO PUT IN THE LINES SHE STATE SHE HAS NO PRESSURE WHEN EVERYONE WATERS THEIR YARD. SHE WANTS TO KNOW WHO PUTS THE LINES AND WANTS HERS FIXED? CAMMY
 Due Date: 7/2/2010 12:00:00AM Resolution Date: 7/2/2010 12:00:00AM FA Status: Completed
 Resolution: 50 PSI AND 25 GPM SPOKE WITH CUSTOMER TOLD HER JOHN M. WOULD CONTACT HER TUES.J.P.

Sub Division: 368 MR Route: F5F FA ID : 7976700564
 Account #: 7976700000 Customer Name : COLLINS,JANE Phone #: (407) 786-7025
 Address: 1105 CAMBRIDGE CT CSR: Cristina Harden Operator: Rodel Hermano
 Entry Date: 7/13/2010 12:47:31PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST REPORTS LEAK AT METER. PAGED TO KEVIN C. THANKS/TINA
 Due Date: 7/13/2010 6:00:00PM Resolution Date: 7/13/2010 3:45:00PM FA Status: Completed
 Resolution: REPLACED METER COUPLING ON THE CURBSTOP SIDE....GALVANIZED PIPE ON THE SERVICE IS LEAKING DUE TO AGE...DOULE SERVICE MIGHT NEED TO BE REPLACED...RRH

Sub Division: 368 MR Route: F4S FA ID : 7860610360
 Account #: 7860610000 Customer Name : ISHANI,FARIBORZ Phone #: (407) 339-1881
 Address: 8 HORSEMAN CV CSR: Brandi Deere Operator: Kevin Cooper
 Entry Date: 7/14/2010 11:39:05AM SO Type: M-SIO Request Type: No Water
 Instructions: CUST HAS NO WATER. PLEASE CHECK. EMAIL FWD TO JOHN P & DONNA B (COULD NOT REACH BY PAGE) BND
 Due Date: 7/14/2010 6:00:00PM Resolution Date: 7/14/2010 12:00:00AM FA Status: Completed
 Resolution: bottom of meter was blown out, had to replace meter. Created another f/a for meter exchange.. kev

Sub Division: 368 MR Route: F4T FA ID : 8014300911
 Account #: 8014300000 Customer Name : GLENWOOD VILLAGE INC Phone #: (407) 770-1748
 Address: WILD HICKORY LN IRRIG CSR: Linda Jones Operator: Leroy Grainger
 Entry Date: 7/8/2010 2:37:51PM SO Type: HIBILL
 Instructions: Re-read meter and check for leaks. Cust complaining of high bill just resodded. Thanks Linda
 Due Date: 7/9/2010 6:00:00PM Resolution Date: 7/9/2010 10:45:00AM FA Status: Completed
 Resolution: no leaks detected...lrg.....new sod will take a lot more watering?

Sub Division: 368 MR Route: F4S FA ID : 8283400996
 Account #: 8283400000 Customer Name : KANTARJIAN,JERRY Phone #: (407) 332-7032
 Address: 99 HICKORY TREE RD CSR: Matthew Chandler Operator: James Swegheimer
 Entry Date: 8/13/2010 8:57:46AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST CALLED IN A STRONG ODOR AND TASTE IN THE WATER. SHE SAYS IT SMELLS LIKE AND INDUSTRIAL CHEMICAL BUT NOT CHLORINE. PAGED TO SCOTT G.THANKS.MC

Due Date: 8/13/2010 6:00:00PM Resolution Date: 8/13/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED ADDRESS AND DID NOT SMELL ANY ODOR. CL2 RESIDUAL WAS AT 2.2 WHICH WAS A LITTLE HIGH. INFORMED CUSTOMER WE WILL MAKE AN ADJUSTMENT ON CL2 AT PLANT AND IF SHE STILL HAS ODOR TO PLEASE CALL BACK.. JS

Sub Division: 368 MR Route: F4G FA ID : 8403610184

Account #: 8403610000 Customer Name : TERPENING,HERBERT W Phone #: (407) 788-3894

Address: 919 RIVERBEND BLVD CSR: Mullins Ryan Operator: Donna Brown

Entry Date: 9/27/2010 3:57:47PM SO Type: HIBILL

Instructions: Re-read meter and check for leaks customer called complaining of high bill/RDM

Due Date: 9/28/2010 6:00:00PM Resolution Date: 9/27/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F5F FA ID : 8376410805

Account #: 8376410000 Customer Name : MILLER,TOMMY Phone #: (407) 788-2416

Address: 118 ESSEX DR CSR: Lori Jones Operator: Leroy Grainger

Entry Date: 8/30/2010 7:13:13AM SO Type: HIBILL

Instructions: Please re-read meter and check for leaks. Customer complaining of high bill. Thank you. LLJ

Due Date: 8/31/2010 6:00:00PM Resolution Date: 8/31/2010 12:00:00AM FA Status: Completed

Resolution: no leaks detected

Sub Division: 368 MR Route: F4G FA ID : 8160800039

Account #: 8160800000 Customer Name : SCHWOB,PETER W Phone #: (407) 786-2680

Address: 211 THISTLEWOOD CIR CSR: Linda Jones Operator: Donna Brown

Entry Date: 8/17/2010 2:51:38PM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. CUST COMPLAINING OF HIGH BILL. LSJ PLEASE TAG DOOR WITH INFORMATION.

Due Date: 8/18/2010 6:00:00PM Resolution Date: 8/18/2010 10:50:00AM FA Status: Completed

Resolution: Read. No leaks detected. Tag. DB

Sub Division: 368 MR Route: F5F FA ID : 8566700361

Account #: 8566700000 Customer Name : KNIGHT,BRENDA Phone #: (407) 869-7605

Address: 238 DUNCAN TRL CSR: Linette Orego Operator: Donna Brown

Entry Date: 9/3/2010 2:18:10PM SO Type: HIBILL

Instructions: Reread meter & check for leaks. Customer called complaining of high bill./LIO FL

Due Date: 9/7/2010 6:00:00PM Resolution Date: 9/7/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: No leaks detected. Spoke to customer. Read. DB

Sub Division: 368 MR Route: F5G FA ID : 8760210775
 Account #: 8760210000 Customer Name : KREISLER,JACQUES Phone #: (407) 475-0040
 Address: 201 CHICHESTER CV CSR: Brandi Deere Operator: Jonathan Pennington
 Entry Date: 7/19/2010 7:29:47AM SO Type: M-SIO Request Type: General Investigation
 Instructions: There was a main water break & cust yard was tore up from operator having to search for a shut off valve that controls the community water. Cust wants to know when will his yard be repaired & requesting phone call cell# 407-222-2469, hm# 407-475-0040. bd
 Due Date: 7/20/2010 6:00:00PM Resolution Date: 7/20/2010 12:00:00AM FA Status: Completed
 Resolution: REPL SOD.J.P.

Sub Division: 368 MR Route: F3Y FA ID : 9372210647
 Account #: 9372210000 Customer Name : DR JOSEPH CANNIZZARO Phone #: (407) 869-8367
 Address: 644 EAST CLUB CIR CSR: Florida Temp 3 Operator: Leroy Grainger
 Entry Date: 9/23/2010 3:57:00PM SO Type: HIBILL
 Instructions: Re-read meter and check for leak. Customer complaining of high bill. Customer requesting someone to come out in the morning because they also want to know where the solenoid valve is. /TMD
 Due Date: 9/27/2010 6:00:00PM Resolution Date: 9/27/2010 9:30:00AM FA Status: Completed
 Resolution: no leaks detected...spoke with customer and showed him where meter and valve are...lrg

Sub Division: 368 MR Route: F4F FA ID : 9500310070
 Account #: 9500310000 Customer Name : BERNER,BARRY Phone #: (407) 865-7905
 Address: 549 WHISPERWOOD DR CSR: Linda Jones Operator: Leroy Grainger
 Entry Date: 9/13/2010 3:56:53PM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAKS. MR COMPLAINING OF HIGH BILL. LSJ
 Due Date: 9/14/2010 6:00:00PM Resolution Date: 9/14/2010 9:00:00AM FA Status: Completed
 Resolution: no leaks detected...spoke with customer about findings.....lrg

Sub Division: 368 MR Route: F5F FA ID : 9715610242
 Account #: 9715610000 Customer Name : CRAMER,CHARLES E Phone #: (407) 869-6411
 Address: 141 HARROGATE PLACE CSR: Mullins Ryan Operator: Rodel Hermano
 Entry Date: 9/2/2010 1:56:29PM SO Type: HIBILL
 Instructions: re-read meter and check for leak, customer called complaining of high bill/RDM
 Due Date: 9/3/2010 6:00:00PM Resolution Date: 9/3/2010 12:00:00AM FA Status: Completed
 Resolution: Obtained read..Spoke to the customer and explained to her that the new meter was registering much efficient than the old one. Advised her to check her sprinkler runtime and get it rated on how much she is using...RRH

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5F FA ID : 9305156141
 Account #: 9418271089 Customer Name : Wekiva Hunt Club Comm. Assoc. Phone #: (407) 774-6111
 Address: 197 N HUNT CLUB BLVD CSR: Brandi Deere Operator: Kevin Cooper
 Entry Date: 7/20/2010 12:00:07PM SO Type: M-SIO Request Type: No Water
 Instructions: CUST SAYS THEY HAVE NO WATER. PLEASE CHECK. Phone call TO KEVIN COOPER. Contact person is Marcia Holleman #407-774-6111. BND
 Due Date: 7/20/2010 6:00:00PM Resolution Date: 7/20/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMER HAS WATER NOW. SAID IT WENT OFF BRIEFLY. COULD NOT DETERMINE WHY. MAINTENANCE GUY SAID HE DID NOT TURN OFF.. THEY ARE OK NOW.. KEV

Sub Division: 368 MR Route: F4T FA ID : 5239500824
 Account #: 1660333444 Customer Name : NORRIS,SHANE Phone #: (407) 786-8652
 Address: 657 RIVERPARK CIR CSR: Lorie Mayeski Operator: James Swegheimer
 Entry Date: 8/26/2010 11:12:57AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED 'BAD ODOR IN WATER CANNOT DRINK AND ODOR IS SATURATED IN CLOTHES AFTER USING CLOTHES WASHER'. PLEASE INVESTIGATE. 8-26-2010 CALLED OUT TO TOM KEYS. CUST. CELL#321-439-5553-DANETTE.
 Due Date: 8/30/2010 6:00:00PM Resolution Date: 8/30/2010 12:00:00AM FA Status: Completed
 Resolution: called cust and left a message informing of low chlorine residual in area may have caused odor problem, flushed hydrants in the area and notified that everything should be fine and to call back if not JS

Sub Division: 368 MR Route: F4T FA ID : 5239500371
 Account #: 1660333444 Customer Name : NORRIS,SHANE Phone #: (407) 786-8652
 Address: 657 RIVERPARK CIR CSR: Linda Jones Operator: Jonathan Pennington
 Entry Date: 7/2/2010 3:17:43PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Jeanette called advised water pressure low. Thanks Linda (called to Kevin Cooper)
 Due Date: 7/2/2010 6:00:00PM Resolution Date: 7/2/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED PRESSURE OUTSIDE HOUSE AT HOSE BIB AND GOT 66 PSI AT HOUSE. NO LEAKS ON METER. SPOKE WITH CUSTOMER AND ADVISED.. JP

Sub Division: 368 MR Route: F4T FA ID : 1191300262
 Account #: 1191300000 Customer Name : GLENWOOD VILLAGE HOA Phone #: (407) 770-1748
 Address: 110 HIDDEN OAK DR IRRIG CSR: Linda Jones Operator: Leroy Grainger
 Entry Date: 7/8/2010 2:41:37PM SO Type: HIBILL
 Instructions: Re-read meter and check for leaks. Ms complaining of high bill. Thanks Linda
 Due Date: 7/9/2010 6:00:00PM Resolution Date: 7/9/2010 10:55:00AM FA Status: Completed
 Resolution: no leaks detected...lrg

Sub Division: 368 MR Route: F4T FA ID : 8728410887
 Account #: 8418936017 Customer Name : CALTRIDER,KENNETH T Phone #: (407) 869-8277

Customer Complaints 01/01/2010 to 12/31/2010

Address: 109 BUTTERNUT LN CSR: Linda Jones Operator: Kevin Cooper
 Entry Date: 8/6/2010 10:54:01AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Mr called no water service turned on Tuesday. Linda (Called to Kevin)
 Due Date: 8/6/2010 6:00:00PM Resolution Date: 8/6/2010 12:00:00AM FA Status: Completed
 Resolution: R- 1957270. METER WAS OFF AT CURBSTOP. TURNED ON FOR CUSTOMER AND OUTSIDE HOSE BIB WAS RUNNING. SHUT OFF HOSE BIB AND METER IS NOT RUNNING. KEV

Sub Division: 368 MR Route: F4F FA ID : 8105310454
 Account #: 1805965990 Customer Name : VEGA,ANTONIO Phone #: (407) 535-8288
 Address: 361 CYPRESS LANDING DR CSR: Brandi Deere Operator: Leroy Grainger
 Entry Date: 7/13/2010 1:58:41PM SO Type: HIBILL
 Instructions: re-read and check for leak. Cust called complaining of high bill. bnd
 Due Date: 7/14/2010 6:00:00PM Resolution Date: 7/14/2010 8:25:00AM FA Status: Completed
 Resolution: no leaks detected....but there lawn is very very wet from irrigatingTagged door with findings....lrg

Sub Division: 368 MR Route: F3Y FA ID : 4083710928
 Account #: 5773345001 Customer Name : HAUBERT,PEGGY Phone #: (757) 303-8190
 Address: 1511 SUZANNE WAY CSR: Brandi Deere Operator: Donna Brown
 Entry Date: 9/7/2010 7:26:57AM SO Type: HIBILL
 Instructions: re-read meter and check for leak. Cust called concerned of high bill. bnd
 Due Date: 9/8/2010 6:00:00PM Resolution Date: 9/8/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F3Y FA ID : 1074884483
 Account #: 7590401799 Customer Name : CG BELLA VISTA, LLC Phone #: (407) 878-2088
 Address: 1228 BELLA VISTA CIR CSR: Leanne Loeffel Operator:
 Entry Date: 7/15/2010 11:42:56AM SO Type: M-SIO Request Type: General Investigation
 Instructions: we were supposed to repair dip in yard caused by work we did, customer called to inquire when it would be repaired. Paged to John M. Thanks, Leanne
 Due Date: 7/16/2010 6:00:00PM Resolution Date: 7/16/2010 12:00:00AM FA Status: Completed
 Resolution: replaced 3 dump truck loads of dirt from reuse line hit by someone

Sub Division: 368 MR Route: F5F FA ID : 9028400643
 Account #: 1945092502 Customer Name : CRUZ,RAMIRO Phone #: (407) 252-7805
 Address: 100 DONNINGTON CT CSR: Andrea Lybarger Operator: Leroy Grainger
 Entry Date: 9/22/2010 1:13:41PM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLEASE VERIFY WATER IS ON. CUSTOMER CALIMS NO WATER. REQUEST COME OUT IN THE MORNING. THANKS ANDREA
 Due Date: 9/23/2010 6:00:00PM Resolution Date: 9/23/2010 10:55:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: meter was off because of leak on customers side...talked with customer and she said she had plumber coming over to do repairs and he would turn water on....lrg

Sub Division: 368 MR Route: F4F FA ID : 7782410208
 Account #: 0402425225 Customer Name : VIDEON,TAMI Phone #: (407) 786-4023
 Address: 935 WEKIVA SPRINGS RD CSR: Mullins Ryan Operator: Thomas Keys
 Entry Date: 8/19/2010 3:23:53PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says High chlorine in water, called tom keys, said would call customer back 407-862-9000 Her name is Debbie /RDM
 Due Date: 8/19/2010 6:00:00PM Resolution Date: 8/20/2010 12:00:00AM FA Status: Completed
 Resolution: flushed hydrant in area and notified customer. Customer will call again if problem persists.. tom

Sub Division: 368 MR Route: F4F FA ID : 7782410378
 Account #: 0402425225 Customer Name : VIDEON,TAMI Phone #: (407) 786-4023
 Address: 935 WEKIVA SPRINGS RD CSR: Kimberly Bennett Operator: Thomas Keys
 Entry Date: 8/17/2010 11:27:45AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: DEBBIE FROM THE ACADEMY PRESCHOOL CALLED DUE TO HIGH CL IN WATER PAGED TO TOM KEYS
 Due Date: 8/17/2010 6:00:00PM Resolution Date: 8/17/2010 12:00:00AM FA Status: Completed
 Resolution: called and no answer, left message to call and no one ever responded. tom keys

Sub Division: 368 MR Route: F4T FA ID : 8247500824
 Account #: 8716154575 Customer Name : SPRINGS COMM ASSOC INC Phone #: (407) 862-3881
 Address: 284 SPRINGSIDE RD CSR: Lorie Mayeski Operator: Donna Brown
 Entry Date: 8/6/2010 10:15:41AM SO Type: HIBILL
 Instructions: Customer called would like to have meter re-read. Customer feels that meter is not being read on a regular basis. I thoroughly went over account history with customer. Knock on door upon arrival (customer's number is 407-328-8690): Leave thorough notes
 Due Date: 8/6/2010 10:15:41AM Resolution Date: 8/9/2010 10:00:00AM FA Status: Completed
 Resolution: Read meter. No answer at door. Called and spoke to customer. Customer insists we do not read meter. I explained that it is in sandy area and fills up with sand and everything drains to the box.

Sub Division: 368 MR Route: F4S FA ID: 0065410172
 Account #: 0065410000 Customer Name: LOPER,THOMAS L Phone #: (407) 767-0399
 Address: 211 TOLLGATE TRL CSR: Lorie Mayeski Operator: Shawn Ebert
 Entry Date: 11/12/2010 12:00:42PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED HE IS EXPERIENCING A SEWER BACK UP. HE HAD PLUMBING COMPANY OUT AND THEY CLEARED LINE AND THEY STATED THAT THERE IS A PROBLEM WITH 'LATERAL LINE' PLEASE RESPOND. CALLED OUT TO KEVIN COOPER @ 1:00PM LORIE
 Due Date: 11/12/2010 6:00:00PM Resolution Date: 11/12/2010 12:00:00AM FA Status: Completed
 Resolution: RAN CAMERA DOWN CUSTOMERS LINE AND FOUND ROOT INTRUSION IN CUSTOMERS PVC PIPE. INFORMED CUSTOMER PROBLEM WAS IN THEIR LINE AND IS THEIR RESPONSIBILITY TO REPAIR..

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4T FA ID: 0044600904
 Account #: 0044600000 Customer Name: SMITH,SAMUEL Phone #:
 Address: 2323 SPRINGS LANDING BLVD CSR: Magic Muncie Operator: Kevin Cooper
 Entry Date: 11/17/2010 8:59:43AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please check to see if meter is registering properly and check to see if a leak is registering. Customer said that the plumber said meter was not working properly, because meter was still spinning when he used shut off valve. Knock on door. /MMM
 Due Date: 11/17/2010 6:00:00PM Resolution Date: 11/17/2010 12:00:00AM FA Status: Completed
 Resolution: MET WITH CUSTOMER WHO HAD THEIR HOUSE REPLUMBED AND SHOWED HIM THAT THE METER WAS WORKING PROPERLY AND CURBSTOP DID SHUT OFF WATER TO HOUSE AND THE PLUMBERS DID INSTALL A HOUSE VALVE FOR CUSTOMER. HE IS SATISFIED FOR NOW... KEV

Sub Division: 368 MR Route: F3Y FA ID: 0190210798
 Account #: 0190210000 Customer Name: SLAMAN,ROBERT A Phone #: (407) 865-6594
 Address: 1188 COACHWOOD CT CSR: Linda Jones Operator: Donna Brown
 Entry Date: 10/13/2010 2:16:06PM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAKS. MR COMPLAINING OF HIGH BILL. LINDA
 Due Date: 10/14/2010 6:00:00PM Resolution Date: 10/15/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. Do have a new meter. DB

Sub Division: 368 MR Route: F4F FA ID: 0359500048
 Account #: 0359500000 Customer Name: COFOID,KENT Phone #: (407) 862-0598
 Address: 606 LONGMEADOW CIR CSR: Florida Temp 2 Operator: Rodel Hermano
 Entry Date: 10/19/2010 12:19:05PM SO Type: M-EXCHNG
 Instructions: Customer called in saying she was told by her plumber the meter is not working. She said it is not turning over. Please check out meter and call the office to set up a meter exchange if necessary. /MMM
 Due Date: 10/20/2010 6:00:00PM Resolution Date: 10/27/2010 12:00:00AM FA Status: Completed
 Resolution: METER STUCK NEEDS REPLACED/.....Replaced stuck 1" meter...RRH

Sub Division: 368 MR Route: F4T FA ID: 0729310148
 Account #: 0729310000 Customer Name: KRAFT III,KENNETH Phone #: (407) 862-4270
 Address: 107 WILD HOLLY LN CSR: Linette Orengo Operator: Kevin Cooper
 Entry Date: 11/12/2010 8:31:47AM SO Type: M-SIO Request Type: General Investigation
 Instructions: sewer back up in the home. paged John M. /LIO FL
 Due Date: 11/12/2010 6:00:00PM Resolution Date: 11/12/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED MAINS AND EVERYTHING FLOWING FINE, NO ONE ELSE HAVING PROBLEM. TRIED TO LOCATE CLEANOUT BUT DID NOT. INFORMED CUSTOMER TO CALL PLUMBER TO CLEAR BLOCKAGE.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4T FA ID: 0701800269
 Account #: 0701800000 Customer Name: BROWN,PHILIP Phone #: (407) 862-2025
 Address: 2005 SPRINGS LANDING BLVD CSR: Brandi Deere Operator:
 Entry Date: 11/9/2010 8:05:42AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST REPORTED PUDDLE OF WATER AT THE END OF DRIVEWAY. PLEASE CHECK. PAGE TO KEVIN
 Due Date: 11/9/2010 6:00:00PM Resolution Date: 11/9/2010 12:00:00AM FA Status: Completed
 Resolution: customers problem informed KC

Sub Division: 368 MR Route: FA ID: 0709300131
 Account #: 0709300000 Customer Name: FOREST LAKE CHURCH Phone #: (407) 869-1301
 Address: FOREST LAKE CHURCH CSR: Mullins Ryan Operator: John Marinelli
 Entry Date: 11/18/2010 7:58:06AM SO Type: M-SIO Request Type: General Investigation
 Instructions: go to 500 education loop, customer has low water pressure at one of buildings on campus, please call (407)619-0830
 Due Date: 11/18/2010 6:00:00PM Resolution Date: 11/18/2010 12:00:00AM FA Status: Completed
 Resolution: CALLED CONTACT PERSON AT # GIVEN BY OUR OFFICE AND EXPLAINED THAT THE CAMPUS IS FED OFF OF 6" MASTER METER FOR WHOLE CAMPUS AND IF THEY HAVE LOW PRESSURE ONLY IN ONE BLDING IT HAS TO BE AN INTERNAL PROBLEM. THEY WILL CHECK.. KEY

Sub Division: 368 MR Route: F4F FA ID: 1006110650
 Account #: 1006110000 Customer Name: GRASSO,JOHN Phone #: (407) 862-2473
 Address: 501 RED MULBERRY CT CSR: Lori Jones Operator: Donna Brown
 Entry Date: 10/14/2010 10:41:05AM SO Type: HIBILL
 Instructions: Please re-read meter and check for leaks. Customer complaining of bill almost double his usual amount.
 Due Date: 10/15/2010 6:00:00PM Resolution Date: 10/15/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. Tag. DB

Sub Division: 368 MR Route: F4T FA ID: 0832510445
 Account #: 0832510000 Customer Name: CRAYTON,GAIL Phone #:
 Address: 212 SPRINGRUN CIR CSR: John Tutton Operator: Donna Brown
 Entry Date: 12/17/2010 2:15:19PM SO Type: HIBILL
 Instructions: re read meter check for leak. cust called complaining of high bill-jwt
 Due Date: 12/20/2010 6:00:00PM Resolution Date: 12/20/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F4G FA ID: 0884310128
 Account #: 0884310000 Customer Name: MEEKS,HARRY D. Phone #: (407) 421-9800
 Address: 300 E SWEETWATER CREEK DR CSR: Ferrellyn Trovinger Operator:

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 12/7/2010 1:48:15PM SO Type: M-SIO Request Type: Clogged Sewer
 Instructions: customer says sewage is backing up into street. call to kevin cooper -jwt
 Due Date: 12/7/2010 6:00:00PM Resolution Date: 12/7/2010 12:00:00AM FA Status: Completed
 Resolution: rodded from cleanout & Tv'd line for customer - customers problem CREW jam

Sub Division: 368 MR Route: F5G FA ID: 1183210110
 Account #: 1183210000 Customer Name: NIXON,MARY Phone #: (407) 788-1553
 Address: 189 DURHAM PL CSR: Tara Drury Operator: Shawn Ebert

Entry Date: 11/23/2010 12:06:50PM SO Type: M-REREAD
 Instructions: Re-read meter due to high consumption. Please tag door with results. /tmd
 Due Date: 11/29/2010 6:00:00PM Resolution Date: 11/29/2010 12:00:00AM FA Status: Completed
 Resolution: METER IS SOMEWHAT HARD TO READ GLASS IS FOGGED , BUT STILL WORKING OK , NO LEAKS FOUND , TAGGED DOOR , SME

Sub Division: 368 MR Route: F5G FA ID: 1411100979
 Account #: 1411100000 Customer Name: ROMAN,JANIS Phone #: (407) 862-9862
 Address: 114 GOLFCLUB DR CSR: Matthew Chandler Operator: Rodel Hermano

Entry Date: 10/25/2010 10:12:28AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: CUST CALLED IN DUE TO A STRONG SULPHUR SMELL IN WATER ALONG WITH UNEVEN PRESSURE THROUGHOUT HER HOUSE. PLEASE CHK PRESSURE AT METER.
 Due Date: 10/25/2010 6:00:00PM Resolution Date: 10/27/2010 12:00:00AM FA Status: Completed
 Resolution: Pressure is at 48 psi and is flowing 34 gal/min with the meter pulled. Spoke to the customer and told him that the pressure problem might be his piping inside the house...RRH

Sub Division: 368 MR Route: F4G FA ID: 1570410970
 Account #: 1570410000 Customer Name: SHELLHAMMER,ROY G Phone #: (407) 774-0112
 Address: 202 LONESOME PINE DR CSR: Lorie Mayeski Operator: Rodel Hermano

Entry Date: 10/19/2010 10:26:53AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST. CALLED STATED WE CAME OUT TO MAKE REPAIRS ON HIS PROPERTY CLEAN UP WAS NOT DONE WELL. PLEASE INVESTIGATE. THANKS, LORIE M. 10-19-2010*CALLED OUT TO KEVIN COOPER @ 11:29 A.M.*
 Due Date: 10/19/2010 6:00:00PM Resolution Date: 10/22/2010 12:00:00AM FA Status: Completed
 Resolution: Replaced 4 pieces of sod by the mailbox...RRH

Sub Division: 368 MR Route: F4S FA ID: 1519200880
 Account #: 1519200000 Customer Name: HEURING,THOMAS Phone #: (407) 767-9519
 Address: 152 STONEY RIDGE DR CSR: Lorie Mayeski Operator: Leroy Grainger

Entry Date: 12/21/2010 3:03:31PM SO Type: HIBILL
 Instructions: CUSTOMER CALLED PLEASE RE-READ METER. TAG DOOR WITH CURRENT READ. CUSTOMER FEELS THAT SINCE DIRT IS ON TOP OF METER HOW CAN IT BE READ? I EXPLAINED WATER TABLE IN FLORIDA AND DIRT WOULD HAVE TO BE BRUSHED OFF. THANKS, LORIE

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 12/22/2010 6:00:00PM Resolution Date: 12/22/2010 8:00:00AM FA Status: Completed

Resolution: no leaks detected, tagged door, lrg

Sub Division: 368 MR Route: F4F FA ID: 2003400096
 Account #: 2003400000 Customer Name: MOSKOWITZ, BARBARA Phone #: (407) 862-1711
 Address: 2644 BENT HICKORY CIR CSR: Rodel Hermano Operator: Rodel Hermano
 Entry Date: 11/20/2010 1:05:56PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer found a minor leak coming from the top of the curbstop. 1" Curb stop needs to be replaced...RRH
 Due Date: 11/22/2010 2:00:00PM Resolution Date: 11/22/2010 12:00:00AM FA Status: Completed
 Resolution: Replaced leaking 1" curb stop (meter coupling, 1' of 1" poly)...RRH...SME

Sub Division: 368 MR Route: F4T FA ID: 2168500874
 Account #: 2168500000 Customer Name: MORSE, DAVID Phone #: (407) 701-1166
 Address: 240 SPRINGSIDE RD CSR: Lori Jones Operator: Kevin Cooper
 Entry Date: 10/6/2010 10:50:28AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer reporting sewage backup. Plumber is at premise, but thinks it is UI line. Customer requesting call before arrival so that he can be sure he's home for the duration of the repairs. Thanks. David - 407-701-1166.
 Due Date: 10/6/2010 6:00:00PM Resolution Date: 10/6/2010 12:00:00AM FA Status: Completed
 Resolution: PLUMBER HAD Y DUG UP AND EXPOSED. ROOTS GROWING INTO 6" TOP OF Y WHERE CAP SHOULD HAVE BEEN. FOUND THAT PLUMBER HAD REMOVED CAP AND STUFFED A WAD OF PLASTIC INTO TOP OF Y. ROOTS WERE GROWING IN THERE, DUG OUT AND GLUED CAP INTO Y... KEV,MM,JAM

Sub Division: 368 MR Route: F4F FA ID: 2371300194
 Account #: 2371300000 Customer Name: MORRIS, WALTER Phone #: (407) 416-1107
 Address: 493 SUGAR RIDGE CT CSR: Cristina Harden Operator: Kevin Cooper
 Entry Date: 12/21/2010 7:49:43AM SO Type: M-SIO Request Type: General Investigation
 Instructions: cust reports water bubbling up from ground at edge of blacktop by gutter directly across street from this home. paged to kevin c. cust #: 407-416-1107. thanks/tina
 Due Date: 12/21/2010 6:00:00PM Resolution Date: 12/22/2010 12:00:00AM FA Status: Completed
 Resolution: LEAK ON 3/4" POLY LINE UNDER THE ROAD. DUG UP MAIN AND FOUND CORP, SHUT OFF CORP AND DUG UP ROAD WHERE LINE WAS LEAKING AND REPLACED 3' SECTION OF 3/4" POLY WITH 2 3/4" COMP X COMP FITTINGS. JOHN BUSH ASPHALTED ROAD SAME DAY. KEV

Sub Division: 368 MR Route: F4S FA ID: 2353210278
 Account #: 2353210000 Customer Name: KATZ, CHARLES Phone #: (407) 332-6354
 Address: 121 FOXRIDGE RUN CSR: Tara Drury Operator: Donna Brown
 Entry Date: 10/18/2010 9:33:24AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please investigate water pressure issue. Customer complaining of low water pressure for the past 2 days. Customer will be there after 12:30pm. Please speak with customer or tag door if no one home. /tmd
 Due Date: 10/18/2010 6:00:00PM Resolution Date: 10/18/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: Tested PSI is 64. Tagged door. DB

Sub Division: 368 MR Route: F4T FA ID: 2426700068
 Account #: 2426700000 Customer Name: FOGLE,MICHAEL J Phone #: (407) 222-5856
 Address: 2065 BILTMORE PT CSR: John Tutton Operator: Rodel Hermano

Entry Date: 12/28/2010 3:12:07PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST HAS HAD LOW WATER PRESSURE FOR THE LAST 3 WEEKS. SAYS PIPES WERE SHAKING
 IN THE WALLS BECAUSE OF IT - JWT
 Due Date: 12/29/2010 6:00:00PM Resolution Date: 12/29/2010 12:00:00AM FA Status: Completed
 Resolution: Residual pressure checked at 90psi. Spoke to the customer and she said everything was fine right now, and informed her that it might be the result of the cold weather that her water line froze...RRH

Sub Division: 368 MR Route: F4F FA ID: 2515210820
 Account #: 2515210000 Customer Name: BERNSTEIN,HOWARD Phone #: (407) 774-7947
 Address: 225 S SHADOWBAY BLVD CSR: Andrea Lybarger Operator: Leroy Grainger

Entry Date: 10/13/2010 11:46:34AM SO Type: HIBILL
 Instructions: MRS REQUESTS A MORNING APPOINTMENT. BY NOON. CUSTOMER CALLED COMPLAINING OF HIGH
 BILL. PLEASE CHECK FOR LEAK. PLEASE NOTIFY MRS WITH THE RESULTS. IF SHE IS NOT AT HOME
 PLEASE CALL HER AT 407-739-7947. THANKS ANDREA

Due Date: 10/14/2010 6:00:00PM Resolution Date: 10/14/2010 8:55:00AM FA Status: Completed
 Resolution: no leaks detected...spoke with customer but she still is not satisfied..She will call office again...lrg

Sub Division: 368 MR Route: F4F FA ID: 2515210054
 Account #: 2515210000 Customer Name: BERNSTEIN,HOWARD Phone #: (407) 774-7947
 Address: 225 S SHADOWBAY BLVD CSR: Linette Orengo Operator: Matthew Morrell

Entry Date: 10/14/2010 11:03:31AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Cust not satisfied w/reading wants bench test. Please call for apt. Mr./Mrs. Bernstein @ 407-774-7947,
 stated there was a leak repair but it was only 1-day not much water wasted, pressure washed on 10/7/10
 /LIO FL

Due Date: 10/15/2010 6:00:00PM Resolution Date: 10/20/2010 10:00:00AM FA Status: Completed
 Resolution: Spoke with cust. Explained to her about the office estimates the last few months and went over there daily
 usage. Advised to have irrigation checked. Cust is satisfied with explanation. Matt

Sub Division: 368 MR Route: F4G FA ID: 2633600787
 Account #: 2633600000 Customer Name: HAYWARD,NEIL Phone #: (407) 774-1088
 Address: 202 S SWEETWATER COVE BLVD CSR: Tara Drury Operator: Kevin Cooper

Entry Date: 11/18/2010 2:38:44PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please investigate low water pressure. Customer says that it is about half of what it normally is. /tmd
 Due Date: 11/18/2010 6:00:00PM Resolution Date: 11/18/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMER FOUND PROBLEM TO BE ON HIS SIDE AND CALLED OFFICE BACK TO CANCEL TRIP.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5F FA ID: 2887310840
 Account #: 2887310000 Customer Name: BROWN,ELIZABETH Phone #: (407) 774-9718
 Address: 127 INGRAM CIR CSR: Jennifer Elliot Operator: Leroy Grainger
 Entry Date: 12/23/2010 12:55:14PM SO Type: HIBILL

Instructions: Please reread meter and check for leaks. Elizabeth Brown is complaining of her high water usage going through the meter. She states that she just runs the sprinkler outside just once a week and she states that she is living with her daughter. Jennifer

Due Date: 12/28/2010 6:00:00PM Resolution Date: 12/28/2010 9:20:00AM FA Status: Completed

Resolution: no leaks detected, tagged door with findings and suggested for customer to turn down irrigation timers to save, lrg

Sub Division: 368 MR Route: F4S FA ID: 3122600902
 Account #: 3122600000 Customer Name: GREEN,ROGER Phone #: (407) 429-4092
 Address: 205 SLADE DR CSR: Isabel Ceballos Operator:
 Entry Date: 12/9/2010 10:19:58AM SO Type: M-SIO Request Type: General Investigation

Instructions: Re-read old meter that was pulled. Customer disputing reading & usage of old meter. Customer says per old meter he used 14,550 in eight days. He says that's not correct. /ic

Due Date: 12/10/2010 6:00:00PM Resolution Date: 12/10/2010 12:00:00AM FA Status: Completed

Resolution: reread old meter 2411720 JAM

Sub Division: 368 MR Route: F4S FA ID: 3122600915
 Account #: 3122600000 Customer Name: GREEN,ROGER Phone #: (407) 429-4092
 Address: 205 SLADE DR CSR: Magic Muncie Operator: Donna Brown
 Entry Date: 12/3/2010 2:46:38PM SO Type: HIBILL

Instructions: Please re-read meter and check for leaks. Customer called in complaining of high bill. /MMM

Due Date: 12/6/2010 6:00:00PM Resolution Date: 12/6/2010 12:00:00AM FA Status: Completed

Resolution: Read. No leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID: 3296600725
 Account #: 3296600000 Customer Name: PINELESS,HAL Phone #: (407) 256-0070
 Address: 559 TIMBER RIDGE DR CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 12/3/2010 9:38:25AM SO Type: M-SIO Request Type: General Investigation

Instructions: MRS. PINELESS CALLED AND STATED THAT 'METER READER' IS NOT PLACING METER LIDS BACK ONTO METER BOX CORRECTLY NOT ONLY AT HER ADDRESS AND ALSO THOSE IN THE NEIGHBORING HOMES. PLEASE CALL MS. PINELESS AT (407)-256-0070. e-mailed John & Kevin

Due Date: 12/3/2010 6:00:00PM Resolution Date: 12/3/2010 12:00:00AM FA Status: Completed

Resolution: SPOKE WITH CUSTOMER AND WENT OUT AND REPLACED METER BOX LIDS ON HER METER AND HER 2 NEIGHBORS. INFORMED METER READER TO MAKE SURE LIDS ARE FITTING BACK ON BOXES.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4S FA ID: 3274500801
 Account #: 3274500000 Customer Name: ARENDALE,JUSTIN Phone #: (407) 740-6449
 Address: 975 CITRUSWOOD CT CSR: Linda Jones Operator: Leroy Grainger
 Entry Date: 12/17/2010 2:22:44PM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAKS. MR COMPLAINING OF HIGH BILL. LINDA
 Due Date: 12/20/2010 6:00:00PM Resolution Date: 12/20/2010 9:00:00AM FA Status: Completed
 Resolution: no leaks detected, yard looks well irrigated and some new sod down, tagged door with findings, lrg

Sub Division: 368 MR Route: F3Y FA ID: 3556810497
 Account #: 3556810000 Customer Name: BAHL,RAVI Phone #: (407) 682-5454
 Address: 2771 CITRON DR CSR: Tara Drury Operator: Leroy Grainger
 Entry Date: 11/2/2010 11:49:46AM SO Type: HIBILL
 Instructions: Re-read meter and check for leak. Customer complaining of a high bill. Please speak with customer or tag door if no one home. /tmd
 Due Date: 11/3/2010 6:00:00PM Resolution Date: 11/3/2010 10:10:00AM FA Status: Completed
 Resolution: no leaks detected. Tagged door with findings.

Sub Division: 368 MR Route: F3Y FA ID: 3557710502
 Account #: 3557710000 Customer Name: FRANKLIN,STEVE Phone #: (407) 468-2421
 Address: 2400 JENNIFER HOPE BLVD CSR: Magic Muncie Operator: Donna Brown
 Entry Date: 11/10/2010 3:06:48PM SO Type: M-RECON
 Instructions: Please reconnect service. Waiver is on file at office. Paged to Donna B. /MMM
 Due Date: 11/10/2010 6:00:00PM Resolution Date: 11/10/2010 4:10:00PM FA Status: Completed
 Resolution: On. DB

Sub Division: 368 MR Route: F3Z FA ID: 3529310383
 Account #: 3529310000 Customer Name: POTTINGER,KIM Phone #: (407) 774-2728
 Address: 1850 BEAR CREEK CV CSR: Lorie Mayeski Operator: Donna Brown
 Entry Date: 12/2/2010 2:33:38PM SO Type: HIBILL
 Instructions: CUSTOMER CALLED REQUESTED METER BE RE-READ. CUSTOMER READ METER WHILE I WAS ON PHONE HE READ 5946610. CUSTOMER FEELS THAT SOMETHING IS WRONG WITH METER ALTHOUGH ADMITS TO USING 'IRRIGATION'. LET CUSTOMER KNOW WHEN YOU ARRIVE.
 Due Date: 12/2/2010 2:33:38PM Resolution Date: 12/3/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. Read. Tag. DB

Sub Division: 368 MR Route: F4S FA ID: 3701200567

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 3701200000 Customer Name: SPRINGWOOD VILLAGE Phone #: (407) 462-9015
 Address: 160 SPRINGWOOD CIR CSR: Lori Jones Operator: Kevin Cooper
 Entry Date: 11/24/2010 8:49:56AM SO Type: HIBILL
 Instructions: Please re-read and check for leaks. Customer complaining about high bill, it has increased over the past 5 months. He is also requesting someone speak with him to explain how a compound meter works. Larry - 407-462-9015. Thanks. LLJ

Due Date: 11/29/2010 6:00:00PM Resolution Date: 11/30/2010 12:00:00AM FA Status: Completed
 Resolution: Read meter and spoke with Larry and informed him of how meter works and meter was worked on a few months back and Kathy had meter tested and is registering 99 percent but was not registering correctly before repair. They are also using irrigation.. kev

Sub Division: 368 MR Route: F4S FA ID: 3858300319
 Account #: 3858300000 Customer Name: VINCENT,GEORGE Phone #: (407) 767-2980
 Address: 244 TOLLGATE TRL CSR: Batch System Operator: Shawn Ebert
 Entry Date: 10/12/2010 8:01:59PM SO Type: M-EXCHNG
 Instructions: MR ID: 385837380524, MR REMARK: MF
 Due Date: 10/12/2010 8:01:59PM Resolution Date: 10/18/2010 12:00:00AM FA Status: Completed
 Resolution: meter cannot be read, replaced 5/8" meter... sme

Sub Division: 368 MR Route: F4G FA ID: 4122300330
 Account #: 4122300000 Customer Name: PRATT,EVELYN G Phone #: (407) 862-6470
 Address: 100 PALM LAKE CT CSR: Lori Jones Operator: Donna Brown
 Entry Date: 11/16/2010 9:26:51AM SO Type: HIBILL
 Instructions: Please re-read meter and check for leaks. Customer complaining about consumption about twice as much as the average. Thanks. LLJ
 Due Date: 11/17/2010 6:00:00PM Resolution Date: 11/17/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. Read. DB

Sub Division: 368 MR Route: F3Z FA ID: 3950110761
 Account #: 3950110000 Customer Name: SERSEA,ELENA Phone #: (407) 788-9779
 Address: 1608 RUTLEDGE RD CSR: Andrea Lybarger Operator: Leroy Grainger
 Entry Date: 10/5/2010 12:43:25PM SO Type: HIBILL
 Instructions: TEST METER FOR LEAKS AND LET CUSTOMER KNOW. CUSTOMER COMPLAINING OF HIGH BILL.
 Due Date: 10/6/2010 6:00:00PM Resolution Date: 10/6/2010 11:15:00AM FA Status: Completed
 Resolution: no leaks detected.....tagged door with findings...lrg

Sub Division: 368 MR Route: F4S FA ID: 4189510242
 Account #: 4189510000 Customer Name: KANALEY,MADELEINE Phone #: (407) 260-5977
 Address: 107 WINDMILL WAY CSR: Isabel Ceballos Operator: Donna Brown

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 10/22/2010 11:30:48AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says new meter installed is upside down? Please check this out. Get new reading. /ic
 Due Date: 10/25/2010 6:00:00PM Resolution Date: 10/25/2010 12:00:00AM FA Status: Completed
 Resolution: Meter is installed right. This is a new meter and customer is upset that she is actually being charged for what she is using. Read. DB

Sub Division: 368 MR Route: F4S FA ID: 4550510982
 Account #: 4550510000 Customer Name: VORAN,ROSELLE C Phone #: (407) 754-9383
 Address: 620 CAMBRIDGE CT CSR: Andrea Lybarger Operator: Shawn Ebert

Entry Date: 11/18/2010 12:18:44PM SO Type: HIBILL
 Instructions: CUSTOMER COMPLAINED OF HIGH BILL. PLEASE CHECK FOR LEAK. CUSTOMER WANTS TO BE THERE.THANKS ANDREA
 Due Date: 11/19/2010 6:00:00PM Resolution Date: 11/19/2010 12:00:00AM FA Status: Completed
 Resolution: READ AND FOUND NO LEAKS , TALKED WITH CUSTOMER ABOUT FINDINGS , SME

Sub Division: 368 MR Route: F4G FA ID: 4502210508
 Account #: 4502210000 Customer Name: NOLTE,GLADYS H Phone #: (407) 862-9682
 Address: 500 MEADOW LN CSR: Magic Muncie Operator: Jonathan Pennington

Entry Date: 10/28/2010 2:29:19PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called in complaining about meter lid not fitting properly and it may be broken. Can you make sure the proper lid is on the meter and it fits snug. /MMM
 Due Date: 10/29/2010 6:00:00PM Resolution Date: 11/1/2010 12:00:00AM FA Status: Completed
 Resolution: REPLACED METER BOX.J.P.

Sub Division: 368 MR Route: F4T FA ID: 4809400365
 Account #: 4809400000 Customer Name: DAVISON,BARBARA Phone #: (407) 620-5626
 Address: 2140 WOODBRIDGE RD CSR: Andrea Lybarger Operator: Leroy Grainger

Entry Date: 11/29/2010 12:15:50PM SO Type: HIBILL
 Instructions: CUSTOMER COMPLAINING OF HIGH BILL. PLEASE RE-READ AND CHECK FOR LEAKS.
 Due Date: 11/30/2010 6:00:00PM Resolution Date: 11/30/2010 9:40:00AM FA Status: Completed
 Resolution: no leaks detected,lrg

Sub Division: 368 MR Route: F5F FA ID: 5171410887
 Account #: 5171410000 Customer Name: QUILIS,RISA Phone #: (407) 788-6478
 Address: 116 CAMBRIDGE DR CSR: Andrea Lybarger Operator: Leroy Grainger

Entry Date: 11/29/2010 3:03:11PM SO Type: HIBILL
 Instructions: CUSTOMER COMPLAINED OF HIGH BILL. PLEASE RE-READ AND CHECK FOR LEAKS.
 Due Date: 11/30/2010 6:00:00PM Resolution Date: 12/1/2010 10:55:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: No leaks detected. Her yard is very wet, maybe cut down on irrigating. Tagged door,lrg

Sub Division: 368 MR Route: F4S FA ID: 5084200300
 Account #: 5084200000 Customer Name: BERGER,GEORGE Phone #: (407) 332-7949
 Address: 182 TOLLGATE TRL CSR: Tara Drury Operator: Leroy Grainger
 Entry Date: 11/18/2010 12:16:57PM SO Type: HIBILL

Instructions: Re-read meter and check for leak. Customer complaining of a high bill. Please speak to customer or tag door if no one home. Customer would like to be shown how to read the meter if they are present when you are out there. /tmd

Due Date: 11/19/2010 6:00:00PM Resolution Date: 11/19/2010 9:20:00AM FA Status: Completed

Resolution: no leaks detected, spoke with customer and showed him how to read meter....lrg

Sub Division: 368 MR Route: F4F FA ID: 5884310809
 Account #: 5884310000 Customer Name: FRIEDMAN,JANET Phone #: (407) 389-8906
 Address: 353 CYPRESS LANDING DR CSR: Linette Orengo Operator: Leroy Grainger
 Entry Date: 10/5/2010 11:18:38AM SO Type: M-SIO Request Type: General Investigation

Instructions: Please replace meter box lid. Cust sent email "The in-ground cover to my water meter is broken. I am concerned that someone may step into the hole and get injured. Can you replace the broken cover".

Due Date: 10/5/2010 6:00:00PM Resolution Date: 10/6/2010 8:30:00AM FA Status: Completed

Resolution: replaced meter box lid....lrg

Sub Division: 368 MR Route: F3Y FA ID: 5761000103
 Account #: 5761000000 Customer Name: MEGHDADI,GHOLAMALI Phone #: (407) 774-5411
 Address: 1749 VISCAYA COVE CSR: Mullins Ryan Operator: Donna Brown
 Entry Date: 10/7/2010 10:25:02AM SO Type: HIBILL

Instructions: Re-read meter, check for leaks, customer called complaining of high bill, please tag door with results/RDM

Due Date: 10/8/2010 6:00:00PM Resolution Date: 10/8/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. Glass fogged and could not get reading.
 Create FA for meter exchange. DB

Sub Division: 368 MR Route: F4G FA ID: 6157200271
 Account #: 6157200000 Customer Name: CASTLE,JUDITH A Phone #: (407) 788-8649
 Address: 214 HICKORY DR CSR: Linda Jones Operator: Donna Brown
 Entry Date: 12/15/2010 2:51:52PM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. MS COMPLAINING OF HIGH BILL. LINDA

Due Date: 12/16/2010 6:00:00PM Resolution Date: 12/16/2010 12:00:00AM FA Status: Completed

Resolution: Meter moving very slowly. Customer says nothing running. Found irrigation not repaired correctly and still leaking. Advised customer. Read. DB

Sub Division: 368 MR Route: F4S FA ID: 6259700595

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 6259700000 Customer Name: G G HOLDINGS INC Phone #: (407) 421-7947
 Address: LONGWOOD MED ARTS/BLDG CSR: Tara Drury Operator: Shawn Ebert
 Entry Date: 10/25/2010 10:46:02AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please investigate water pressure issue. Customer complaining of lower water pressure. It has been slowly declining over the past couple of weeks. Point of contact: 407-421-7947 Richard Goble. /tmd
 Due Date: 10/25/2010 6:00:00PM Resolution Date: 10/25/2010 12:00:00AM FA Status: Completed
 Resolution: TALKED WITH CUSTOMER , its A MULTIPLE UNIT COMMERCIAL BUILDING , NO LEAKS AROUND METER OR BUILDING , INFORMED CUSTOMER TO CHECK WITH A PLUMBER , SME

Sub Division: 368 MR Route: F4G FA ID: 6468710457
 Account #: 6468710000 Customer Name: JORQUERA,JOHN P Phone #: (321) 262-9232
 Address: 851 SWEETWATER ISLAND CIR CSR: Linda Jones Operator: Matthew Morrell
 Entry Date: 12/16/2010 2:16:43PM SO Type: M-SIO Request Type: General Investigation
 Instructions: MS WANTS METER TEST NOT HAPPY WITH RE-READ- CONTACT # 3212629232. LINDA
 Due Date: 12/23/2010 6:00:00PM Resolution Date: 12/23/2010 12:00:00AM FA Status: Completed
 Resolution: Checked meter and it is working fine. Spoke with cust and advised her to check her irrig system. She will look at it. Matt

Sub Division: 368 MR Route: F4G FA ID: 6983700137
 Account #: 6983700000 Customer Name: HUTCHISON,HOLLY H Phone #: (407) 869-0933
 Address: 208 SMOKERISE BLVD CSR: Linette Orengo Operator: Rodel Hermano
 Entry Date: 11/12/2010 9:30:32AM SO Type: M-EXCHNG
 Instructions: Cust. wants meter & shut off valve replaced. Informed him we don't replace unless we know for sure it's broken/not working correctly. He claims he can't turn the valve & the needle on meter is shaking./LIO FL
 Due Date: 11/15/2010 6:00:00PM Resolution Date: 11/15/2010 12:00:00AM FA Status: Completed
 Resolution: Meter failed flow test, the meter is stuck at the low flow. Passed pressure test at 60psi...Matt..SME

Sub Division: 368 MR Route: F4S FA ID: 7004610540
 Account #: 7004610000 Customer Name: SELF,EDDIE Phone #: (407) 353-4331
 Address: 148 TARRYTOWN TRL CSR: Andrea Lybarger Operator: Kevin Cooper
 Entry Date: 10/19/2010 8:33:22AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST SAID TREE IN OUR PROPERTY IS NOW PUSHING DOWN HIS CINDERBLOCK FENCE AND WOULD LIKE US TO REMOVE IT. REACH HIM AT 407.353.4331IF YOU HAVE ANY QUESTIONS.
 Due Date: 11/2/2010 6:00:00PM Resolution Date: 11/2/2010 12:00:00AM FA Status: Completed
 Resolution: PER BRIAN GONGRE, WE WILL CONTINUE TO MONITOR TREE BUT IT IS UNKNOWN AT THIS TIME IF THE WALL IS OURS IR BELONGS TO HOA.. KEV

Sub Division: 368 MR Route: F3Z FA ID: 6863310518
 Account #: 6863310000 Customer Name: JONES,RONALD Phone #: (407) 333-0966
 Address: 2013 W CROWLEY CIR CSR: Linda Jones Operator: Donna Brown
 Entry Date: 10/7/2010 9:13:08AM SO Type: HIBILL

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: RE-READ METER AND CHECK FOR LEAKS. MS COMPLAINING OF HIGH BILL. IF LEAKS PLEASE TAG DOOR.

Due Date: 10/8/2010 6:00:00PM Resolution Date: 10/8/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F4S FA ID: 7108310335
 Account #: 7108310000 Customer Name: PARROT DEVELOPMENT INC Phone #: (407) 299-8113
 Address: 1920 BOOTHE CIR IRRIG CSR: Brandi Deere Operator: Kevin Cooper
 Entry Date: 10/13/2010 8:30:14AM SO Type: M-SIO Request Type: General Investigation

Instructions: cust says that water is not on. Page to Kevin c.

Due Date: 10/13/2010 6:00:00PM Resolution Date: 10/13/2010 12:00:00AM FA Status: Completed

Resolution: WATER METER IS ON AND I EVEN TURNED ON TEST PORT ON BACKFLOW TO MAKE SURE THEY HAD WATER AND METER WAS RUNNING... KEV

Sub Division: 368 MR Route: F4S FA ID: 7456300128
 Account #: 7456300000 Customer Name: REEDER,ROBERT Phone #: (407) 260-8827
 Address: 115 ROSE BRIAR DR CSR: Kimberly Bennett Operator: Kevin Cooper
 Entry Date: 12/22/2010 12:58:06PM SO Type: M-SIO Request Type: Discolored Water

Instructions: CUSTOMER CALLED DUE TO BROWN WATER. PAGED TO ALLEN FINCH

Due Date: 12/22/2010 6:00:00PM Resolution Date: 12/22/2010 12:00:00AM FA Status: Completed

Resolution: PER PLANT OPERATOR ALAN FINCH... CHECKED CUSTOMERS HOUSE AND PROBLEM WAS IN CUSTOMERS LINE, HE HAD HIS WATER SOFTENER SERVICED THE DAY BEFORE. INFORMED CUSTOMER TO FLUSH HIS LINE.. KEV

Sub Division: 368 MR Route: F4G FA ID: 7517500426
 Account #: 7517500000 Customer Name: DELLORUSSO,EDWARD C Phone #: (407) 657-1742
 Address: 103 S SMOKERISE BLVD CSR: Florida Temp 2 Operator: Jonathan Pennington
 Entry Date: 10/18/2010 2:40:14PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer is complaining of very low water pressure. Please check out. Paged

Due Date: 10/18/2010 6:00:00PM Resolution Date: 10/19/2010 12:00:00AM FA Status: Completed

Resolution: SPOKE WITH CUSTOMER,50 P.S.I. @ HOUSE SPICKET AND @ METER.20 GS GOIN.P.M. @ METER.JOHN M. IS GOING TO GET IN TOUCH WITH CUSTOMER ABOUT REPLACING WATER METER.CUSTOMER STATES PRESSURE LOW WHEN NEIGHBOR IS IRRIGATING LAWN.J.P.

Sub Division: 368 MR Route: F4S FA ID: 7418310011
 Account #: 7418310000 Customer Name: WOXBERG,RONALD E Phone #: (407) 332-8508
 Address: 95 SWEETBRIAR BR CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 12/22/2010 8:17:37AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED IS EXPERIENCING A 'SIGNIFICANT DROP IN WATER PRESSURE'. PLEASE INVESTIGATE. THANKS, LORIE *CALLED OUT TO K. COOPER @ 9:18 A.M.*

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 12/22/2010 6:00:00PM Resolution Date: 12/22/2010 12:00:00AM FA Status: Completed

Resolution: FOUND PIPE ON CUSTOMERS SIDE BEHIND FENCE NEAR POOL PUMP THAT WAS COMPLETELY SEPERATED AND THAT WAS WHAT WAS CAUSING THE LOW PRESSURE. TURNED METER OFF AND TAGGED DOOR THAT LEAK WAS ON THEIR SIDE AND TO CALL PLUMBER... KEV, RRH

Sub Division: 368 MR Route: F3Z FA ID: 7611510247
 Account #: 7611510000 Customer Name: JOHNSON,JOYCELYN Phone #: (407) 333-0674
 Address: 1842 LONG POND DR CSR: Isabel Ceballos Operator: Leroy Grainger

Entry Date: 11/5/2010 10:32:47AM SO Type: HIBILL

Instructions: Customer insists there's something wrong with new meter. (old meter not recording, obviously why it was changed out) She states she's not using this amount of water. Re-read meter & tag door or see customer. /ic

Due Date: 11/8/2010 6:00:00PM Resolution Date: 11/8/2010 8:30:00AM FA Status: Completed

Resolution: no leaks detected...tagged door with read and findings, also suggested to customer to maybe cut back on timers on irrigation to save....lrg

Sub Division: 368 MR Route: F4S FA ID: 7860610214
 Account #: 7860610000 Customer Name: ISHANI,FARIBORZ Phone #: (407) 339-1881
 Address: 8 HORSEMAN CV CSR: Linette Orengo Operator: Kevin Cooper

Entry Date: 11/15/2010 3:40:10PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer stated he can't turn off the meter & 2 other people tried & said the shut off valve needs to be replaced. Informed him he needs to call us whenever he needs it shut off./LIO FL

Due Date: 11/16/2010 6:00:00PM Resolution Date: 11/16/2010 12:00:00AM FA Status: Completed

Resolution: valve at meter not operational. Replaced 3/4" curb stop and meter coupling with new meter gaskets.. kev, rrh

Sub Division: 368 MR Route: F4G FA ID: 8388500513
 Account #: 8388500000 Customer Name: TIFT,LAWRENCE Phone #: (407) 353-7062
 Address: 203 SMOKERISE BLVD CSR: Lori Jones Operator: Kevin Cooper

Entry Date: 11/15/2010 12:34:11PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer reporting sewage backup in front of their home. If needed: Mr. Tift 407-869-0656. LLJ

Due Date: 11/15/2010 6:00:00PM Resolution Date: 11/15/2010 12:00:00AM FA Status: Completed

Resolution: THIS IS AN ONGOING PROBLEM SPINNING BACK ABOUT 3 YEARS. CLEANED AND CLEARED BLOCKAGE. THERE WAS NO DAMAGES INSIDE HOME. WE CLEANED THIS LINE MONTHLY.. KEV

Sub Division: 368 MR Route: F5F FA ID: 8430700110
 Account #: 8430700000 Customer Name: MOFFETT,LINDA Phone #: (407) 862-4639
 Address: 183 DUNCAN TRL CSR: Ferrellyn Trovinger Operator:

Entry Date: 10/21/2010 11:49:51AM SO Type: M-SIO Request Type: Lawn Repair for Sewer Breaks

Instructions: Ms. Moffett complained that we repaired a leak on her property about 6 months ago. She said only 1/2 of the sod destroyed was replaced and that it died within 3 weeks. Please check out and tag door with findings. Thanks, FLT

Due Date: 10/21/2010 8:00:00PM Resolution Date: 10/18/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: Went to the property and took pictures & showed it to John M. JM will talk to the customer about the situation...RRH

Sub Division: 368 MR Route: F5F FA ID: 8505800268
 Account #: 8505800000 Customer Name: GOLDBERG,INGRID Phone #: (407) 682-2658
 Address: 256 COBLE DR CSR: Magic Muncie Operator: Kevin Cooper
 Entry Date: 11/10/2010 7:41:41AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Customer called in complaining of a sulfur smell after doing laundry or running the dishwasher. Customer will be home. Please check out. Paged to Tom Keys. /MMM
 Due Date: 11/10/2010 6:00:00PM Resolution Date: 11/12/2010 12:00:00AM FA Status: Completed
 Resolution: PER PLANT OPERATOR, CALLED CUSTOMER 11/10/10 AND SHE INFORMED SHE HAD A SULPHER SMELL IN HOT WATER. INFORMED HER TO FLUSH HOT WATER HEATER AND SHE WILL CALL BACK IF SHE STILL NOTICES IT

Sub Division: 368 MR Route: F4F FA ID: 9140510568
 Account #: 9140510000 Customer Name: RIDGWAY,CHARLES Phone #: (407) 788-3888
 Address: 275 W SABAL PALM PL CSR: Mullins Ryan Operator: Donna Brown
 Entry Date: 11/15/2010 7:11:33AM SO Type: HIBILL
 Instructions: re-read meter and check for leaks, customer called complaining of high bill/RDM
 Due Date: 11/15/2010 7:11:34AM Resolution Date: 11/16/2010 12:00:00AM FA Status: Completed
 Resolution: Meter running. Went to door and found note saying "water man" turn water off. We have a leak and need to repair. Turned off. Tag to call office before 4pm to have turned on. Easy curb stop to turn. DB

Sub Division: 368 MR Route: F5F FA ID: 8998610755
 Account #: 8998610000 Customer Name: QUAYLE,KERRI Phone #: (407) 774-1483
 Address: 238 SELKIRK WAY CSR: Mullins Ryan Operator: Donna Brown
 Entry Date: 12/6/2010 10:08:42AM SO Type: HIBILL
 Instructions: re-read meter and check for leaks, customer called complaining of high bill/RDM
 Due Date: 12/7/2010 6:00:00PM Resolution Date: 12/7/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. Meter reads could have been off for the past couple of months due to GF. DB

Sub Division: 368 MR Route: F5G FA ID: 9281600864
 Account #: 9281600000 Customer Name: HOLZWORTH,MARY Phone #: (407) 869-9894
 Address: 123 E BERKSHIRE CIR CSR: Tara Drury Operator: Rodel Hermano
 Entry Date: 10/22/2010 7:15:11AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please investigate low water pressure. Customer says that it is in the house but it is mainly affecting the sprinkler system outside also. Customer, Mary Holzworth, is at work but can be reached at 407-493-4949 if needed. /tmd
 Due Date: 10/22/2010 6:00:00PM Resolution Date: 10/22/2010 12:00:00AM FA Status: Completed
 Resolution: Water pressure is ok at 52psi and 28 gal/min with meter pulled out of the ground. Spoke to the customer to have

Customer Complaints 01/01/2010 to 12/31/2010

a plumber check her lines because there might be something restricting the flow..RRH

Sub Division: 368 MR Route: F3Z FA ID: 0915500139
 Account #: 9901811078 Customer Name: Shanmughan,Sampath Phone #: (407) 444-2704
 Address: 429 VISTA OAK DR CSR: Ferrellyn Trovinger Operator: Donna Brown
 Entry Date: 12/16/2010 9:42:54AM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAKS. CUST CALLED COMPLAINING OF HIGH BILL. BG
 Due Date: 12/17/2010 6:00:00PM Resolution Date: 12/17/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F4T FA ID: 4691400501
 Account #: 6070642851 Customer Name: JOHNSON,JAMES Phone #: (321) 246-5914
 Address: 2215 SPRINGS LANDING BLVD CSR: Mullins Ryan Operator: Shawn Ebert
 Entry Date: 12/6/2010 12:59:15PM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer says meter is leaking a lot of water/RDM
 Due Date: 12/6/2010 6:00:00PM Resolution Date: 12/6/2010 12:00:00AM FA Status: Completed
 Resolution: Found customers pvc line broken just outside the meter box. Turned off meter for customer to make repairs.SME

Sub Division: 368 MR Route: F3Z FA ID: 7668110086
 Account #: 7668110000 Customer Name: BLACK,MICHAEL Phone #: (407) 920-1446
 Address: 1494 GRACE LAKE CIR CSR: Magic Muncie Operator: Kevin Cooper
 Entry Date: 11/18/2010 9:14:36AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please check meter. Customer called in saying meter's glass was broken and wanted to make sure it was working properly. Paged to Kevin C. /MMM
 Due Date: 11/18/2010 6:00:00PM Resolution Date: 11/18/2010 12:00:00AM FA Status: Completed
 Resolution: REGISTER IS BROKEN AND NOT REGISTERING AND METER IS OLD AND NEEDS TO BE CHANGED OUT. PLEASE GENERATE FA TO CHANGE OUT METER. THANK YOU.. KEV

Sub Division: 368 MR Route: F5G FA ID: 2599000222
 Account #: 5673645291 Customer Name: HOROVITZ,SELMA Phone #: (407) 788-7880
 Address: 140 GOLFCLUB DR CSR: Ferrellyn Trovinger Operator: Thomas Keys
 Entry Date: 10/29/2010 8:33:52AM SO Type: M-SIO Request Type: Water Quality
 Instructions: Customer complaining of black dots in water. Wants water tested. Speak with Customer or call her at 407-788-7880. Thank you, FLT
 Due Date: 10/29/2010 12:00:00AM Resolution Date: 10/29/2010 12:00:00AM FA Status: Completed
 Resolution: Met with customer and found that he has stainless steel braided line in kitchen where the black specs are present, also asked him to flush hot water heater and did notice odor when hot water was on.. tom keys

Sub Division: 368 MR Route: F5F FA ID: 3125710170
 Account #: 7867359503 Customer Name: Grass,Jason Phone #: (907) 242-9606

Customer Complaints 01/01/2010 to 12/31/2010

Address: 229 CANTERCLUB TRL CSR: Andrea Lybarger Operator: Rodel Hermano
 Entry Date: 12/9/2010 12:10:44PM SO Type: M-EXCHNG
 Instructions: MR SAID LEAK AT OUR METER. CALLED TO JOHN THANKS ANDREA
 Due Date: 12/10/2010 6:00:00PM Resolution Date: 12/10/2010 12:00:00AM FA Status: Completed
 Resolution: Found gasket leaking on the service side of the meter. Meter broke when unhooking the meter because nut is very tight. Replaced damaged 5/8" meter and meter coupling...RRH

Sub Division: 368 MR Route: F3Z FA ID: 0202310855
 Account #: 9357330182 Customer Name: Catala,Estrella Phone #: (407) 221-5709
 Address: 1869 E CROWLEY CIR CSR: Andrea Lybarger Operator: Leroy Grainger
 Entry Date: 10/4/2010 8:30:09AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER REQUESTS US TO CHECK METER IT IS DAMAGED AND HER PLUMBER IS UNALBLE TO TURN OFF WATER TO DO WORK IN THE HOUSE.THANKS ANDREA
 Due Date: 10/5/2010 6:00:00PM Resolution Date: 10/5/2010 2:10:00PM FA Status: Completed
 Resolution: lubricated and exercised valve ..No damage to valve....tagged door with findings...lrg

Sub Division: 368 MR Route: F5G FA ID: 8684329612
 Account #: 1796435807 Customer Name: KEMP,TRAVIS Phone #: (321) 795-8912
 Address: 3903 OAKINGTON PL CSR: Lorie Mayeski Operator: Donna Brown
 Entry Date: 12/13/2010 8:56:37AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST. CALLED A REP FROM LENNAR HOMES WAS THERE AND STATED THERE WAS A LEAK THAT COULD POSSIBLY BE A U.I. ISSUE PLEASE CHECK. CUST. STATED HE WANTS METER LEFT ON IF IT'S NOT U.I. SO HE CAN FIX. LORIE
 Due Date: 12/13/2010 6:00:00PM Resolution Date: 12/13/2010 12:00:00AM FA Status: Completed
 Resolution: Could not find leak anywhere. No answer at customer's door. Meter not running. DB

Sub Division: 368 MR Route: F5F FA ID: 9088500480
 Account #: 9234542697 Customer Name: BADENHORST,LUAN Phone #: (407) 766-9349
 Address: 104 STAG RIDGE CT CSR: Isabel Ceballos Operator: Kevin Cooper
 Entry Date: 11/29/2010 3:37:09PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says it's very wet around meter, it has been that way for about a month. Please check out. /ic
 Due Date: 12/1/2010 6:00:00PM Resolution Date: 12/1/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED METER AND SERVICE AND THERE ARE NO LEAKS ON HIS OR HIS NEIGHBORS METER AND NO LEAKS ON OUR SIDE. POSSIBLE IRRIGATION KEEPING AREA DAMP, IT IS SHADED. SPOKE WITH CUSTOMER AND HE IS SATISFIED.. KEV

Sub Division: 368 MR Route: F4T FA ID: 7402400215
 Account #: 5471912362 Customer Name: COUNTESS,KENNETH Phone #: (407) 869-1212
 Address: 2209 SPRINGS LANDING BLVD CSR: Florida Temp 2 Operator: Matthew Morrell
 Entry Date: 10/15/2010 2:50:59PM SO Type: M-SIO Request Type: Clogged Sewer

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: Customer called in about a sewage blockage on our side. Please check out issue. Paged Kevin Coop. /MMM

Due Date: 10/15/2010 6:00:00PM Resolution Date: 10/15/2010 12:00:00AM FA Status: Completed

Resolution: Spoke with the customer and plumber and advised them both of the company policy on sewer backups, our line and neighbor's line to double service was clear..MM

Sub Division: 368 MR Route: F4S FA ID: 7060210486
 Account #: 2758909583 Customer Name: 7 INVESTMENTS LLC Phone #: (407) 260-0715
 Address: 1213 ROXBORO RD CSR: Lorie Mayeski Operator: Donna Brown

Entry Date: 12/9/2010 8:26:15AM SO Type: HIBILL

Instructions: CUSTOMER CALLED STATED HIGH USAGE. HOME IS VACANT. CANNOT BELIEVE USAGE. PLEASE RE-READ AND CHECK FOR LEAKS. TAG DOOR WITH CURRENT READ AND FINDINGS. THANKS, LORIE M. 12-09-2010

Due Date: 12/10/2010 7:00:00PM Resolution Date: 12/10/2010 12:00:00AM FA Status: Completed

Resolution: House is vacant and meter not running but this home was vacant for a long time and has undergone major renovation including pool. At one time there was a leak on the property. A lot of new plants also. DB

Sub Division: 368 MR Route: F3Z FA ID: 6903410618
 Account #: 9412645162 Customer Name: McConaghy,Patrick & Monica Phone #: (407) 325-7208
 Address: 2085 JUDITH PL CSR: Linette Orengo Operator: Matthew Morrell

Entry Date: 12/10/2010 12:27:49PM SO Type: M-SIO Request Type: General Investigation

Instructions: Please schedule a meter test cust. Feels readings are too high thinks something might be wrong with meter. Patrick# 407-222 4631

Due Date: 12/23/2010 6:00:00PM Resolution Date: 12/22/2010 12:00:00AM FA Status: Completed

Resolution: Checked meter and it is working fine. Found no leaks. Spoke with cust, He said that he has not used his irrig since Oct - Nov. Reads are back to normal for him. He will continue to keep eye on it and check his irrig. Matt

Sub Division: 368 MR Route: F4T FA ID: 4902510281
 Account #: 4441189881 Customer Name: LOPEZ,ANGIE Phone #: (407) 456-2402
 Address: 200 SPRINGRUN CIR CSR: Magic Muncie Operator: Rodel Hermano

Entry Date: 11/19/2010 2:42:44PM SO Type: M-SIO Request Type: General Investigation

Instructions: Person called in saying there is a whole in the road in front of premise and they are worried it may have caused main break. Person can be reached at 4078623881 if you need directions. His name is Skip. Paged to Kevin C. /MMM

Due Date: 11/19/2010 6:00:00PM Resolution Date: 11/19/2010 12:00:00AM FA Status: Completed

Resolution: Notified The Springs Community Association about the problem. It's the storm drain crossing the street and its the HOA responsibility...RRH

Sub Division: 368 MR Route: F5F FA ID: 1807810021
 Account #: 8101349136 Customer Name: WILINSKI,ROBERT Phone #: (407) 770-9542
 Address: 141 HABERSHAM DR CSR: Lori Jones Operator: Leroy Grainger

Entry Date: 11/1/2010 7:22:54AM SO Type: HIBILL

Instructions: Please re-read meter and check for leaks. Customer complaining of higher than normal usage. She

Customer Complaints 01/01/2010 to 12/31/2010
says the home is now empty, but still has irrig setup. Thanks. LLJ

Due Date: 11/2/2010 6:00:00PM Resolution Date: 11/2/2010 9:45:00AM FA Status: Completed
Resolution: no leaks detected....somebody is living there, dog barking form inside house...tagged door with findings...lrg

Sub Division: 368 MR Route: F4G FA ID: 7168700239
Account #: 5408103695 Customer Name: Mullins,Lauren Phone #: (321) 402-9043
Address: 111 OAK LEAF LN CSR: Linda Jones Operator: Donna Brown

Entry Date: 10/15/2010 8:36:21AM SO Type: HIBILL
Instructions: RE-READ METER AND CHECK FOR LEAK. MR COMPLAINING OF HIGH BILL. LINDA
Due Date: 10/18/2010 6:00:00PM Resolution Date: 10/18/2010 12:00:00AM FA Status: Completed
Resolution: Can tell that customer had something going on and had dug up and reconnected to our meter. No leaks detected. DB

Sub Division: 368 MR Route: F4S FA ID: 4294510279
Account #: 5507592826 Customer Name: FOOTE,JAMES Phone #: (303) 406-8681
Address: 1344 N MARCY DR CSR: Matthew Chandler Operator: Matthew Morrell
Entry Date: 10/20/2010 12:59:11PM SO Type: M-SIO Request Type: General Investigation
Instructions: NEIGHBOR CALLED IN A LARGE LEAK AT THE METER AT THIS ADDRESS. PAGED TO KEVIN C.
Due Date: 10/20/2010 6:00:00PM Resolution Date: 10/20/2010 2:00:00PM FA Status: Completed
Resolution: Found PVC coupler cracked on cust side. It was replaced yesterday by tech that changed out meter. Replaced PVC coupler and plumbed cust's line back in. Matt.

Sub Division: 368 MR Route: F4G FA ID: 2151500172
Account #: 7630517499 Customer Name: Christian,Brooke Phone #: (407) 862-1755
Address: 107 STONEBROOK CT CSR: Tara Drury Operator: Leroy Grainger
Entry Date: 11/4/2010 9:34:23AM SO Type: HIBILL
Instructions: Re-read meter and check for leak. Customer complaining that the meter is not reading consumption and that they are getting high use when they are out of town. Please speak with customer or tag door if no one is home. /tmd
Due Date: 11/5/2010 6:00:00PM Resolution Date: 11/5/2010 9:20:00AM FA Status: Completed
Resolution: no leaks detected, tagged door with findings...lrg

Sub Division: 368 MR Route: F4F FA ID: 8543310705
Account #: 9716809834 Customer Name: Mancuso,Tom Phone #: (407) 592-0135
Address: 2844 SPYGLASS CV CSR: Magic Muncie Operator: Kevin Cooper
Entry Date: 11/2/2010 10:13:44AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called in complaining of water running down her driveway. Please check out as soon as possible. Paged to Kevin Cooper. /MMM
Due Date: 11/2/2010 6:00:00PM Resolution Date: 11/2/2010 12:00:00AM FA Status: Completed
Resolution: LEAK ON 1.5" POLY LINE GOING TO METERS. REPAIRED WITH 1.63 REPAIR CLAMP... KEV,RRH

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4S FA ID: 9855410721
Account #: 0125578741 Customer Name: KRAUSE,ROBERT Phone #: (941) 567-9163
Address: 580 CHELSEA RD CSR: Mullins Ryan Operator: Donna Brown
Entry Date: 12/3/2010 9:12:03AM SO Type: HIBILL
Instructions: re-read meter and check for leak, customer called complaining of high bill/RDM
Due Date: 12/6/2010 6:00:00PM Resolution Date: 12/6/2010 12:00:00AM FA Status: Completed
Resolution: water was turned off on 12/3/10 an meter was not running. DB

#19, 20 & 22

Management & Regulatory Consultants, Inc.
Summary of Rate Case Expense from Invoices through December 2014
Sanlando

Billed Expense

		Consulting; Develop U&U and F Schedules	Consulting; Develop U&U and F Schedules; Consult w/Client RE Water Schedules	Consulting; Develop U&U and F Schedules; Consult w/Client RE Water & WW Schedules	Consulting; Complete Schedules for Filing	Expenses	Totals
Frank Seidman	Hours	11	3.5	0.75	6	0	21.25
Billing Rate: \$150/hr	Amount	\$ 1,650.00	\$ 525.00	\$ 112.50	\$ 900.00	\$ -	\$ 3,187.50

Projected Remaining Expense

		Consulting; Develop U&U and F Schedules	Consulting; Develop U&U and F Schedules; Consult w/Client RE Water Schedules	Consulting; Develop U&U and F Schedules; Consult w/Client RE Water & WW Schedules	Consulting; Complete Schedules for Filing	Expenses	Totals
Frank Seidman	Hours	0	0	0	0	0	0
Billing Rate: \$150/hr	Amount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Cumulative Total, Billed and Remaining \$ 3,187.50

2014046.2910 (\$1,650)

2014047-2910 (\$1,500)

36 Yacht Club Dr. #403
North Palm Beach, FL 33408
Phone or Fax (561) 207-6083
e-mail: frankdenjup@att.net

John Hoy Digitally signed by John Hoy
DN: cn=John Hoy, o=Utilities, Inc., ou
engle-jhoy@utilities.com, c=US
Date: 2014.06.25 09:54:37 -0700

Management & Regulatory Consultants, Inc.

Batch _____

ACCOUNTS PAYABLE
UTILITIES, INC.
2335 SANDERS ROAD
NORTHBROOK, IL 60062

Doc 611823

06/02/14
21300.10

CONSULTING - Sanlando Utilities (SAN)
Mid-County Services (MID)
Labrador (LAB)

PREVIOUS BALANCE \$ 0.00

<u>Week of:</u>		HOURS	
05/05/14	FS CONSULTING - SAN DEVELOP U&U & F SCHEDULES	11.00	1650.00
05/12/14	FS CONSULTING - MID PRELIMINARY WORK ON MFR'S; HISTORICAL DATA AND SCHEDULES; MFR SETUP.	2.00	300.00
05/19/14	FS CONSULTING - MID PRELIMINARY WORK ON MFR'S; HISTORICAL DATA AND SCHEDULES; MFR SETUP.	8.00	1200.00
	FOR CURRENT SERVICES RENDERED	21.00	\$ 3150.00
PAYMENTS AND CREDITS			
06/02/14	PAYMENT, AS OF BALANCE DUE		0.00 \$ 3150.00

Sanlando 2014 RC (2014046.2910 \$1,537.50)
 Labrador 2014 RC (2014048.2910 \$ 900.00)

255

John Hoy

Digitally signed by John Hoy
 DN: cn=John Hoy, o=Management & Regulatory Consultants, Inc., ou=Management & Regulatory Consultants, Inc., email=johney@att.net, c=US
 Date: 2014.07.08 10:28:07 -0400

36 Yacht Club Dr. #403
 North Palm Beach, FL 33408
 Phone or Fax (561) 207-6083
 e-mail: frankdenjup@att.net

Batch _____
 Doc 612924

Management & Regulatory Consultants, Inc.

ACCOUNTS PAYABLE
 UTILITIES, INC.
 2335 SANDERS ROAD
 NORTHBROOK, IL 60062

07/01/14
 21300.10

CONSULTING - Sanlando Utilities (SAN)
 Mid-County Services (MID)
 Labrador (LAB)

PREVIOUS BALANCE \$ 3150.00

<u>Week of:</u>		HOURS	
06/02/14	FS CONSULTING - SAN DEVELOP U&U & F SCHEDULES; CONSULT W/CLIENT RE WATER SCHEDULES.	1.50	225.00
06/09/14	FS CONSULTING - SAN DEVELOP U&U & F SCHEDULES; CONSULT W/CLIENT RE WATER SCHEDULES.	2.00	300.00
06/16/14	FS CONSULTING - SAN DEVELOP U&U & F SCHEDULES; CONSULT W/CLIENT RE WATER & WW SCHEDULES.	0.75	112.50
06/23/14	FS CONSULTING - SAN COMPLETE F SCHEDULES FOR FILING.	6.00	900.00
06/23/14	FS CONSULTING - LAB DEVELOP U&U and F SCHEDULES.	3.00	450.00
06/30/14	FS CONSULTING - LAB DEVELOP U&U and F SCHEDULES. FOR CURRENT SERVICES RENDERED	<u>3.00</u> 16.25	<u>450.00</u> \$ 2437.50

PAYMENTS AND CREDITS
 07/01/14 PAYMENT, AS OF
 BALANCE DUE 0.00
 \$ 5587.50

RECEIVED
 JUL 08 2014

2014046.2910 \$ 1,537.50
 2014048.2910 \$ 900.00

Milian, Swain & Associates, Inc
Sanlando Utilities Corp
Summary of Rate Case Expense Billed through December 11, 2014 and Estimated Cost to Complete

Response to Item 19. of Staff's 3rd Data Request (For detailed time, please see response to Item 21.):

Actual Hours for MFRs Preparation:	Cynthia Yapp	Maria Bravo	Debbie Swain	Total
Billing # 1 - April 1, 2014	16.50	2.25	5.00	23.75
Billing # 2 - April 28, 2014	41.50		3.25	44.75
Billing # 3 - June 3, 2014	110.00		9.25	119.25
Billing # 4 - June 30, 2014	175.00		31.00	206.00
Billing # 5 - June 28, 2014	3.75		3.75	7.50
Billing #6 - September 2, 2014	1.25		1.00	2.25
Billing #7 - October 1, 2014		0.50	0.50	1.00
Billing #8 - November 3, 2014	0.75	7.50	2.50	10.75
Total Hours MFRs Preparation	348.75	10.25	56.25	415.25
Billing Rate	\$ 150.00	\$ 150.00	\$ 200.00	
Amount Invoiced	\$ 52,312.50	\$ 1,537.50	\$ 11,250.00	\$ 65,100.00
Billing # 1 - April 1, 2014 - Overbilled		10.00		10.00
Total Invoiced	\$ 52,312.50	\$ 1,547.50	\$ 11,250.00	\$ 65,110.00
Unbilled Hours :				
Billing #7 - October 1, 2014		0.25		0.25
7-Nov-14			0.25	0.25
	0.00	0.25	0.25	0.50
Billing Rate	\$ 150.00	\$ 150.00	\$ 200.00	
Total Unbilled	\$ -	\$ 37.50	\$ 50.00	\$ 87.50
Billing # 1 - April 1, 2014 - Adjustment		(10.00)		(10.00)
MSA TOTAL AS OF 12/11/2014 - ACTUAL				
Actual Hours	348.75	10.25	56.25	415.25
Actual Fees	\$ 52,312.50	\$ 1,575.00	\$ 11,300.00	\$ 65,187.50

Response to Item 20. of Staff's 3rd Data Request Dated December 9, 2014:

See attached copy of Invoice #s

41642
41679
41710
41745
41785
41821
41856
41888

Response to Item 21. of Staff's 3rd Data Request

See Current Timesheets Report attached.

Response to Item 22. of Staff's 3rd Data Request

Estimate - Additional Hours through PAA:				
1. Provide support to client - Response to Staff's Data Requests, including updates to rate case expense	10		1.5	11.5
2. Review Interim Order, test interim rates and consult with client	2		0.5	2.5
3. Review audit, discuss issues with client	10		1	11
4. Review OPC Interrogatories, researching and preparing response, discussion with client and legal and follow-up	2		1	3
5. Review Staff Recommendations, testing recommended revenue requirements and resulting rates, including suppression calculations, and discuss with client	10		2	12
6. Review PAA Order, testing final approved revenue requirements and resulting final rates, including suppression calculations, and discuss with client	6		1	7
Estimated Hours to Complete	40		7	47
Billing Rate	\$ 150.00		\$ 200.00	
Total Estimate to Complete	\$ 6,000.00		\$ 1,400.00	\$ 7,400.00

MSA TOTAL RATE CASE EXPENSE (Actual and Estimated Hours and Cost to Completion):

MSA Total Projected Hours	388.75	10.50	63.50	462.75
Rate	\$ 150.00	\$ 150.00	\$ 200.00	
MSA Total Projected Rate Case Expense	\$ 58,312.50	\$ 1,575.00	\$ 12,700.00	\$ 72,587.50

Milian, Swain & Associates, Inc.
2025 S. W. 32nd Avenue
Miami, Florida 33145
Tel.: 305-441-0123 Fax: 305-441-0688

INVOICE

Invoice No.41642
April 1, 2014
Page 1, Billing #1

**Chief Regulatory Officer
Utilities, Inc.
2335 Sanders Road
Northbrook, IL 60062-6196**

For Professional services rendered through March 28, 2014 in connection with rate case for Sanlando 2013

	Hours	Rate	Amount
Principal:			
Deborah Swain	5.00	200.00	1,000.00
Senior Staff Accountant:			
Maria Bravo	2.25	150.00	337.50
Senior Staff Accountant:			
Cynthia Yapp	16.50	150.00	2,475.00
Total Due for invoice 41642			\$3,822.50

Total Amount Due \$3,822.50

Please make check payable to *Milian Swain & Associates, Inc.*

Milian, Swain & Associates, Inc.
2025 S. W. 32nd Avenue
Miami, Florida 33145
Tel.: 305-441-0123 Fax: 305-441-0688

INVOICE

Invoice No.41679
April 28, 2014
Page 1, Billing #2

John Hoy
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

For Professional services rendered through April 25, 2014 in connection with rate case for Sanlando 2013

	Hours	Rate	Amount
Principal:			
Deborah Swain	3.25	200.00	650.00
Senior Staff Accountant:			
Maria Bravo		150.00	
Senior Staff Accountant:			
Cynthia Yapp	41.50	150.00	6,225.00
Total Due for invoice 41679			\$6,875.00

Total Amount Due \$6,875.00

Aged Receivables:
Invoice #41642- \$3,822.50

Please make check payable to *Milian Swain & Associates, Inc.*

Milian, Swain & Associates, Inc.
2025 S. W. 32nd Avenue
Miami, Florida 33145
Tel.: 305-441-0123 Fax: 305-441-0688

INVOICE

Invoice No.41710
June 3, 2014
Page 1, Billing #3

John Hoy
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

For Professional services rendered through May 30 2014 in connection with rate case for Sanlando 2013

	Hours	Rate	Amount
Principal:			
Deborah Swain	9.25	200.00	1,850.00
Senior Staff Accountant:			
Maria Bravo		150.00	
Senior Staff Accountant:			
Cynthia Yapp	110.00	150.00	16,500.00
Total Due for invoice 41710			\$18,350.00

Total Amount Due \$18,350.00

Aged Receivables:
Invoice #41679- \$6,875.00

Please make check payable to *Milian Swain & Associates, Inc.*

Millan, Swain & Associates, Inc.
2025 S. W. 32nd Avenue
Miami, Florida 33145
Tel.: 305-441-0123 Fax: 305-441-0688

INVOICE

Invoice No.41745
June 30, 2014
Page 1, Billing #4

John Hoy
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

For Professional services rendered through June 27, 2014 in connection with rate case for Sanlando 2013

	Hours	Rate	Amount
Principal:			
Deborah Swain	31.00	200.00	6,200.00
Senior Staff Accountant:			
Maria Bravo		150.00	
Senior Staff Accountant:			
Cynthia Yapp	175.00	150.00	26,250.00
Total Due for invoice 41745			\$32,450.00

Total Amount Due \$32,450.00

Aged Receivables:
Invoice #41679- \$6,875.00

Please make check payable to *Millan Swain & Associates, Inc.*

Millan, Swain & Associates, Inc.
2025 S. W. 32nd Avenue
Miami, Florida 33145
Tel.: 305-441-0123 Fax: 305-441-0688

INVOICE

Invoice No.41785
July 28, 2014
Page 1, Billing #5

John Hoy
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

For Professional services rendered through July 25, 2014 in connection with rate case for Sanlando 2013

	Hours	Rate	Amount
Principal:			
Deborah Swain	3.75	200.00	750.00
Senior Staff Accountant:			
Maria Bravo		150.00	
Senior Staff Accountant:			
Cynthia Yapp	3.75	150.00	562.50
Total Due for invoice 41745			\$1,312.50

Total Amount Due \$1,312.50

Please make check payable to *Millan Swain & Associates, Inc.*

Milian, Swain & Associates, Inc.
2025 S. W. 32nd Avenue
Miami, Florida 33145
Tel.: 305-441-0123 Fax: 305-441-0688

INVOICE

Invoice No.41821
September 2, 2014
Page 1, Billing #6

John Hoy
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

For Professional services rendered through August 29, 2014 in connection with rate case for Sanlando 2013

	Hours	Rate	Amount
Principal:			
Deborah Swain	1.00	200.00	200.00
Senior Staff Accountant:			
Maria Bravo		150.00	
Senior Staff Accountant:			
Cynthia Yapp	1.25	150.00	187.50
Total Due for invoice 41821			\$387.50

Total Amount Due \$387.50

Please make check payable to *Milian Swain & Associates, Inc.*

Milian, Swain & Associates, Inc.
2025 S. W. 32nd Avenue
Miami, Florida 33145
Tel.: 305-441-0123 Fax: 305-441-0688

INVOICE

Invoice No.41856
October 1, 2014
Page 1, Billing #7

John Hoy
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

For Professional services rendered through September 26, 2014 in connection with rate case for Sanlando 2013

	Hours	Rate	Amount
Principal:			
Deborah Swain	.50	200.00	100.00
Senior Staff Accountant:			
Maria Bravo	.75	150.00	75.00
Senior Staff Accountant:			
Cynthia Yapp		150.00	
Total Due for invoice 41856			\$175.00

Total Amount Due \$175.00

Please make check payable to *Milian Swain & Associates, Inc.*

Milian, Swain & Associates, Inc.
2025 S. W. 32nd Avenue
Miami, Florida 33145
Tel.: 305-441-0123 Fax: 305-441-0688

INVOICE

Invoice No.41888
November 3, 2014
Page 1, Billing #8

John Hoy
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

For Professional services rendered through October 31, 2014 in connection with rate case for Sanlando 2013

	Hours	Rate	Amount
Principal:			
Deborah Swain	2.50	200.00	500.00
Senior Staff Accountant:			
Maria Bravo	7.50	150.00	1,125.00
Senior Staff Accountant:			
Cynthia Yapp	.75	150.00	112.50
Total Due for invoice 41888			\$1,737.50

Total Amount Due \$1,737.50

Please make check payable to *Milian Swain & Associates, Inc.*

Time/Expenses by Project Report

Order Time By: Employee ID
 Order Expense By: Expense #
 Status: Ready Hold Billed Never Billed

Millian, Swain & Associates
 Project: U02-36
 Period: 01/02/2014 — 12/31/2014

Project	Project Name	Phase/Task/Employee	Employee Name	Dep	Staff	P/E	Work Date	OVT	ST STATE	SJ Ctrl #	SJ Inv #	Hours Worked	Billable Hours
U02-36	Sanlando 2013	CY	Cynthia Yapp	FIN	007		03/21/2014	03/21/2014	N	R		13.75	13.75
<div style="border: 1px solid black; padding: 2px;"> 3/17/2014 - 3/18/2014: Prepare Minimum Filing Requirements for Rate Increase Application - prepare initial data request; review prior rate case order and commission ordered adjustments. 3/20/2014: Prepare Minimum Filing Requirements for Rate Increase Application - continue reviewing prior rate case order and commission ordered adjustments. 3/21/2014: Conference call with client. </div>													
CY	Cynthia Yapp	FIN	007				03/28/2014	03/28/2014	N	R		2.75	2.75
<div style="border: 1px solid black; padding: 2px;"> 3/24/14: Sanlando Kickoff w/ client 3/27/2014: Review Settlement Agreement 3/27/2014: Conference Call w/ client re: Terms of Settlement Agreement </div>													
										5643	41679		
CY	Cynthia Yapp	FIN	007				04/04/2014	04/04/2014	N	B		1.25	1.25
<div style="border: 1px solid black; padding: 2px;"> Review 2013 Annual Report </div>													
										5643	41679		
CY	Cynthia Yapp	FIN	007				04/11/2014	04/11/2014	N	B		1.25	1.25
<div style="border: 1px solid black; padding: 2px;"> Updated A-4; A-8; A-11; A-13 schedules </div>													
										5643	41679		
CY	Cynthia Yapp	FIN	007				04/18/2014	04/18/2014	N	B		0.25	0.25
<div style="border: 1px solid black; padding: 2px;"> Provided Labor, Benefits, and P/R Taxes Allocation Adjustment schedule to client. </div>													
										5643	41679		
CY	Cynthia Yapp	FIN	007				04/25/2014	04/25/2014	N	B		38.75	38.75
<div style="border: 1px solid black; padding: 2px;"> Prepare Minimum Filing Requirements Test Year 12/31/2013 </div>													
										5672	41710A		
CY	Cynthia Yapp	FIN	007				05/02/2014	05/02/2014	N	B		38.00	38.00
<div style="border: 1px solid black; padding: 2px;"> Prepare Minimum Filing Requirements Test Year 12/31/2013 </div>													
										5672	41710A		
CY	Cynthia Yapp	FIN	007				05/09/2014	05/09/2014	N	B		39.75	39.75
<div style="border: 1px solid black; padding: 2px;"> Prepare Minimum Filing Requirements Test Year 12/31/2013 </div>													
										5672	41710A		
CY	Cynthia Yapp	FIN	007				05/16/2014	05/16/2014	N	B		9.75	9.75
<div style="border: 1px solid black; padding: 2px;"> Prepare Minimum Filing Requirements Test Year 12/31/2013 </div>													
										5672	41710A		
CY	Cynthia Yapp	FIN	007				05/23/2014	05/23/2014	N	B		8.25	8.25
<div style="border: 1px solid black; padding: 2px;"> Prepare Minimum Filing Requirements Test Year 12/31/2013 </div>													
										5672	41710A		
CY	Cynthia Yapp	FIN	007				05/30/2014	05/30/2014	N	B		14.25	14.25
<div style="border: 1px solid black; padding: 2px;"> Prepare Minimum Filing Requirements Test Year 12/31/2013 </div>													
										5704	41745		
CY	Cynthia Yapp	FIN	007				06/06/2014	06/06/2014	N	B		39.50	39.50
<div style="border: 1px solid black; padding: 2px;"> Prepare Minimum Filing Requirements Test Year 12/31/2013 </div>													
										5704	41745		
CY	Cynthia Yapp	FIN	007				06/13/2014	06/13/2014	N	B		41.00	41.00
<div style="border: 1px solid black; padding: 2px;"> 6/10/14 Teleconference with client re: status 6/11/14 Teleconference with client/PSC Staff/OPC re: stipulation agreement; Sanlando upcoming rate case filing 6/9 - 6/12/14 continue preparation of MFRs Test Year 12/31/2013 </div>													
										5704	41745		
CY	Cynthia Yapp	FIN	007				06/20/2014	06/20/2014	N	B		40.50	40.50
<div style="border: 1px solid black; padding: 2px;"> Continue preparation of MFRs Test Year 12/31/2013 </div>													

Time/Expenses by Project Report

Order Time By: Employee ID
 Order Expense By: Expense #
 Status: Ready Hold Billed Never Billed

Millian, Swain & Associates
 Project: U02-36
 Period: 01/02/2014 — 12/31/2014

Project	Project Name	Phase/Task/Employee	Employee Name	Dep	Staff	P/E	Work Date	OVT	ST STATE	SJ Ctrl #	SJ Inv #	Hours Worked	Billable Hours
U02-36	Sanlando 2013									5704	41745		
CY	Cynthia Yapp			FIN	007	06/27/2014	06/27/2014	N	B			54.00	54.00
<div style="border: 1px solid black; padding: 2px;"> 6/23-6/25: Continue preparation of MFRs Test Year 12/31/2013 6/26-6/27 Reconcile MFRs to Annual Report </div>													
										5751	41785		
CY	Cynthia Yapp			FIN	007	07/04/2014	07/04/2014	N	B			3.25	3.25
<div style="border: 1px solid black; padding: 2px;"> Update E-1 schedules; Finalize Annual Report reconciliation to MFRs </div>													
										5751	41785		
CY	Cynthia Yapp			FIN	007	07/11/2014	07/11/2014	N	B			0.50	0.50
<div style="border: 1px solid black; padding: 2px;"> Rollback of rates to adjust for fully amortized Rate Case Expense from prior rate case. </div>													
										5785	41821		
CY	Cynthia Yapp			FIN	007	08/08/2014	08/08/2014	N	B			0.50	0.50
<div style="border: 1px solid black; padding: 2px;"> Conference call w/FPSC Staff, Utilities Inc Staff and Swain re: Interim Rates </div>													
										5785	41821		
CY	Cynthia Yapp			FIN	007	08/22/2014	08/22/2014	N	B			0.75	0.75
<div style="border: 1px solid black; padding: 2px;"> Response to Audit request re: rate base and net operating income adjustments. </div>													
CY	Cynthia Yapp			FIN	007	11/01/2014	11/01/2014	N	R			0.75	0.75
<div style="border: 1px solid black; padding: 2px;"> 10/28/2014 Review Audit Report </div>													
										5604	41642		
DS	Deborah Swain			FIN	001	03/21/2014	03/21/2014	N	B			2.00	2.00
<div style="border: 1px solid black; padding: 2px;"> Planning, telcon incl prep </div>													
										5604	41642		
DS	Deborah Swain			FIN	001	03/28/2014	03/28/2014	N	B			3.00	3.00
<div style="border: 1px solid black; padding: 2px;"> Kickoff telcon w UI </div>													
										5643	41679		
DS	Deborah Swain			FIN	001	04/25/2014	04/25/2014	N	B			3.25	3.25
<div style="border: 1px solid black; padding: 2px;"> Review end coordination </div>													
										5672	41710A		
DS	Deborah Swain			FIN	001	05/02/2014	05/02/2014	N	B			3.50	3.50
<div style="border: 1px solid black; padding: 2px;"> Review end coordination </div>													
										5672	41710A		
DS	Deborah Swain			FIN	001	05/09/2014	05/09/2014	N	B			3.75	3.75
<div style="border: 1px solid black; padding: 2px;"> Project coordination </div>													
										5672	41710A		
DS	Deborah Swain			FIN	001	05/16/2014	05/16/2014	N	B			1.00	1.00
<div style="border: 1px solid black; padding: 2px;"> Project coordination </div>													
										5672	41710A		
DS	Deborah Swain			FIN	001	05/23/2014	05/23/2014	N	B			1.00	1.00
<div style="border: 1px solid black; padding: 2px;"> Project coordination </div>													
										5704	41745		
DS	Deborah Swain			FIN	001	06/06/2014	06/06/2014	N	B			4.00	4.00
<div style="border: 1px solid black; padding: 2px;"> Review, communications w UI </div>													
										5704	41745		
DS	Deborah Swain			FIN	001	06/13/2014	06/13/2014	N	B			6.25	6.25
<div style="border: 1px solid black; padding: 2px;"> Review, conference call re: RC status / telcon re: impact of Stipulation agreement on rate filing </div>													
										5704	41745		
DS	Deborah Swain			FIN	001	06/20/2014	06/20/2014	N	B			4.75	4.75
<div style="border: 1px solid black; padding: 2px;"> MFRs - review </div>													

Time/Expenses by Project Report

Order Time By: Employee ID
 Order Expense By: Expense #
 Status: Ready Hold Billed Never Billed

Milian, Swain & Associates
 Project: U02-36
 Period: 01/02/2014 -- 12/31/2014

Project	Project Name	Phase/Task/Employee	Employee Name	Dep	Staff	P/E	Work Date	OVT	ST STATE	SJ Ctri #	SJ Inv #	Hours Worked	Billable Hours	
U02-36 Sanlando 2013											5704	41745		
DS			Deborah Swain	FIN	001	06/27/2014	06/27/2014	N	B			16.00	16.00	
MFRs - review and coordination											5751	41785		
DS			Deborah Swain	FIN	001	07/04/2014	07/04/2014	N	B			2.00	2.00	
Preparation for filing, respond to questions, review											5751	41785		
DS			Deborah Swain	FIN	001	07/11/2014	07/11/2014	N	B			1.75	1.75	
Rate Case Expense amortization research											5785	41821		
DS			Deborah Swain	FIN	001	08/08/2014	08/08/2014	N	B			1.00	1.00	
telcom re: interim rates, request for information, coordination											5824	41856		
DS			Deborah Swain	FIN	001	09/26/2014	09/26/2014	N	B			0.50	0.50	
Review Sanlando interim recommendation, discuss w UI											5849	41888		
DS			Deborah Swain	FIN	001	10/03/2014	10/03/2014	N	B			2.00	2.00	
Discussion re: interim rate recommendation, review filed MFRS, finalize excel file for transmission to OPC											5849	41888		
DS			Deborah Swain	FIN	001	10/31/2014	10/31/2014	N	B			0.50	0.50	
Audit report														
DS			Deborah Swain	FIN	001	11/07/2014	11/07/2014	N	R			0.25	0.25	
Respond to question re MFRs											5604	41642		
MB			Maria Bravo	FIN	007	03/21/2014	03/21/2014	N	B			1.00	1.00	
Assisted in the preparation of Data Requests to client related to the filing of 2014 Rate Case.											5604	41642		
MB			Maria Bravo	FIN	007	03/28/2014	03/28/2014	N	B			1.25	1.25	
Participated in conference call with UI staff to discuss how the Generic Docket Stipulated Issues would impact the preparation of Sanlando MFRs.											5824	41856		
MB			Maria Bravo	FIN	007	09/26/2014	09/26/2014	N	B			0.00	0.00	
Provided UI with calculations backup information as requested by Darien											5824	41856		
MB			Maria Bravo	FIN	007	09/26/2014	09/26/2014	N	B			0.00	0.00	
Reviewed Sanlando Interim Recommendations to provide input to UI											5824	41856		
MB			Maria Bravo	FIN	007	09/26/2014	09/26/2014	N	B			0.25	0.25	
Provided UI with calculations backup information as requested by Darien											5824	41856		
MB			Maria Bravo	FIN	007	09/26/2014	09/26/2014	N	B			0.50	0.50	
Reviewed Sanlando Interim Recommendations to provide input to UI											5849	41888		
MB			Maria Bravo	FIN	007	10/03/2014	10/03/2014	N	B			7.50	7.50	
Organized MFR to provide Excel copy as requested by Friedman for distribution to D Vandemeer of OPC														
											Subtotal Task	415.75	415.75	
											Subtotal Phase	415.75	415.75	
											Total Project U02-36	415.75	415.75	

Sanlando Utilities Corporation
 Docket No. 140060-WS
Friedman, Friedman & Long, P.A.

Actual Fees and Costs through December 10, 2014 (Invoices and Report Attached)
\$28,872.22 (Includes \$9,000.00 filing fee, and \$245.00 to correct deficiencies)

ESTIMATE TO COMPLETE RATE CASE THROUGH PAA ORDER

<u>Hours</u>	<u>Description</u>
14.0 hrs	Respond to formal and informal data requests from Staff and OPC and any other discovery requests, and miscellaneous correspondence and telephone conferences with client
5.5 hrs	Prepare for and attend customer meetings in Altamonte Springs; Discuss customer meeting with client and consultant; Discuss customer meeting with Staff, including responding to formal and informal inquiries.
2.5 hrs	Review Staff recommendation; Conference with client and consultants regarding recommendation; Conference with Staff regarding recommendation.
15.0 hrs	Prepare for and attend Agenda conference, discuss Agenda with client and Staff.
1.0 hrs	Review PAA Order; conference with client and consultants regarding PAA Order.
3.0 hrs	Prepare revised tariff sheets, obtain Staff approval of tariffs; Draft customer notice, obtain Staff approval; Draft Affidavit of Mailing; Coordinate mailing of customer notices and implementation of tariffs.
41.0 hrs @ \$360/hr ¹	\$14,760.00 – TOTAL ESTIMATED FEES

Estimate of costs to complete:

\$ 510.00 Attend Agenda Conference, travel/meals/hotel
 \$ 100.00 Estimated photocopier costs
 \$ 60.00 Estimated courier costs
 \$ 34.50 Unbilled costs (Actual costs – See attached report)
\$ 704.50 TOTAL ESTIMATED AND UNBILLED COSTS

TOTAL ACTUAL AND ESTIMATED LEGAL FEES AND COSTS: \$44,336.72

¹ Beginning 1/1/15 the hourly rate will increase based upon the application of the Price Index since the hourly rates were last adjusted.

Friedman, Friedman & Long, P.A.

766 N. Sun Drive
Suite 4030
Lake Mary, FL 32746

F.E.I. 46-4480334

407-830-6331

PLEASE REFER TO INVOICE NUMBER
WHEN REMITTING

Utilities, Inc.
2335 Sanders Road
Northbrook, IL
60062 USA

June 5, 2014

Attention: John Stover

File #: 30057.214

Inv #: 626

RE: Sanlando Utilities
2013 Rate Case

May-11-14	MSF	Research PSC Agenda schedule and letter to Mr. Flynn concerning same;	0.20	70.00
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Totals			0.20	\$70.00
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Total Fee & Disbursements				\$70.00
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Friedman, Friedman & Long, P.A.

766 N. Sun Drive
Suite 4030
Lake Mary, FL 32746

F.E.I.: 46-4480334

407-830-6331

PLEASE REFER TO INVOICE NUMBER
WHEN REMITTING

Utilities, Inc.
2335 Sanders Road
Northbrook, IL
60062 USA

July 2, 2014

Attention: John Stover

File #: 30057.214
Inv #: 724

RE: Sanlando Utilities
2013 Rate Case

Jun-04-14	MSF	Review maps and other general actions in connection with drafting Application, including letter to Mr. Hoy and others;	0.80	280.00
Jun-05-14	BMF	Prepared Application for Increase in Rates	1.00	350.00
Jun-08-14	MSF	Correspondence with Mr. Pitts;	0.20	70.00
Jun-09-14	MSF	Correspondence with Mr. Pitts regarding allocations;	0.20	70.00
Jun-10-14	MSF	Telephone Conference with Mr. Maurey of PSC Staff; Pre-MFR filing conference call with company representatives and consultants;	1.00	350.00
Jun-11-14	MSF	Travel to Tallahassee for pre-filing meeting with PSC Staff	5.90	2,065.00
Jun-26-14	MSF	Review Additional Engineering Information and correspondence with Mr. Pitts and Ms. Hanks concerning same; Conference call with consultants and Mr. Hoy and Mr. Flynn;	0.00	0.00
Jun-27-14	MSF	Review MFR's and finalize engineering information for filing; Revise Application; Correspondence with Ms. Yapp. Ms. Swain and Mr. Pitts	1.30	455.00
Jun-29-14	MSF	Review E-1 Schedules; Research and draft revised Tariffs and correspondence with Ms. Yapp and Ms. Swain; Review billing analysis	0.90	315.00

and compile; follow-up correspondence with Mr. Pitts and Ms. Yapp and make revisions accordingly;

Jun-30-14	MSF	Correspondence with Ms. Yapp, Ms. Swain, Mr Pitts and Mr. Flynn regarding finalizing Application, MFR's and Additional Engineering Information; Letters to PSC Clerk, Mayor of Longwood and Acting County Manager of Seminole County;	3.90	1,365.00
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		Totals	15.20	\$5,320.00
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DISBURSEMENTS

Jun-17-14	Travel Expense	48.55	
Jun-29-14	Filing Fee	9,000.00	
Jun-30-14	Binders	224.18	

		Totals	\$9,272.73
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		Total Fee & Disbursements	\$14,592.73
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Friedman, Friedman & Long, P.A.

766 N. Sun Drive
Suite 4030
Lake Mary, FL 32746

F.E.I.: 46-4480334

407-830-6331

PLEASE REFER TO INVOICE NUMBER
WHEN REMITTING

Utilities, Inc.
2335 Sanders Road
Northbrook, IL
60062 USA

August 6, 2014

Attention: John Stover

File #: 30057.214

Inv #: 763

RE: Sanlando Utilities
2013 Rate Case

Jul-05-14	MSF	Review pro-forma projects and draft letter to PSC Clerk concerning same; Letter to Mr. Flynn;	0.50	175.00
Jul-06-14	MSF	Review comments form Mr. Flynn on pro-forma write up and make revisions accordingly;	0.30	105.00
Jul-07-14	MSF	Research and draft Synopsis and Initial and Interim Rate Notice;	1.80	630.00
Jul-08-14	MSF	Review pro-forma documents from Mr. Gongre and follow-up telephone conference with Mr. Gongre; Finalize letter to PSC Clerk with pro-forma documentation;	1.00	350.00
Jul-11-14	MSF	Telephone Conference with PSC attorney Klancke who telephoned; Draft waiver; Letter to Mr. Hoy regarding UI Financial Statements; Review OPC determination of deficiencies and letter to Mr. Hoy concerning same;	0.90	315.00
Jul-16-14	MSF	Telephone Conference with PSC attorney Klancke who telephoned regarding support for corporate undertaking; follow-up correspondence to attorney Klancke	0.30	105.00
Jul-26-14	MSF	Review, research and respond to correspondence from Mr. Pitts regarding audit issues;	0.20	70.00
Jul-30-14	MSF	Initial review of deficiency letter and letter to	0.50	175.00

Mr. Hoy and others concerning same; Draft
template to respond to deficiencies and letter
to Mr. Pitts concerning same;

MSF	Telephone Conference with PSC attorney Klancke who telephoned regarding interim rate questions and meeting regarding same; Letter to Mr. Hoy and others concerning same; Follow-up correspondence with client and consultants;	0.40	140.00
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Totals		5.90	\$2,065.00
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DISBURSEMENTS

Jul-02-14	Photocopies	1,420.25
Jul-02-14	Binder supplies	183.63
Jul-15-14	Courier FedEx	220.26

Totals		\$1,824.14
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Total Fee & Disbursements		\$3,889.14
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Friedman, Friedman & Long, P.A.

766 N. Sun Drive
Suite 4030
Lake Mary, FL 32746

F.E.I.: 46-4480334

407-830-6331

PLEASE REFER TO INVOICE NUMBER
WHEN REMITTING

Utilities, Inc.
2335 Sanders Road
Northbrook, IL
60062 USA

September 3, 2014

Attention: John Stover

File #: 30057.214
Inv #: 887

RE: Sanlando Utilities
2013 Rate Case

Aug-05-14	MSF	Telephone Conference with Staff, OPC and Sanlando representatives;	0.30	105.00
Aug-12-14	MSF	Conference with Mr. Maurey; Telephone Conference with and letter to Mr. Pitts; Telephone Conference with Mr. Williams who telephoned;	0.30	105.00
Aug-13-14	MSF	Letter to PSC Engineer Reiger regarding post test year expense; Review follow-up correspondence; Telephone Conference with Mr. Pitts who telephoned regarding CIAC information requested by staff;	0.50	175.00
Aug-14-14	MSF	Research and draft letter to PSC Clerk regarding additional pro-forma matter	0.30	105.00
Aug-15-14	MSF	Review correspondence and attachments from Mr. Pitts regarding CIAC adjustment and letter to Mr. Maurey concerning same;	0.30	105.00
Aug-18-14	MSF	Telephone Conference with Mr. Maurey at PSC who telephoned regarding interim rates; Letter to Mr. Hoy concerning same;	0.30	105.00
Aug-19-14	MSF	Review correspondence from Mr. Hoy; Telephone Conference with Mr. Maurey who telephoned; Letter to Mr. Hoy; Draft letter to PSC Clerk waiving interim rate deadline;	0.50	175.00
Aug-24-14	MSF	Review objection from Seminole County and	0.20	70.00

letter to Mr. Flynn and others concerning same;

Aug-25-14	MSF	Correspondence with Mr. Mr. Flynn and Mr. Pitts and review documents	0.40	140.00
Aug-27-14	MSF	Review Staff's First Data request and letter to Mr. Pitts concerning same;	0.20	70.00
Totals			3.30	\$1,155.00

DISBURSEMENTS

Photocopies	14.25
Totals	\$14.25
Total Fee & Disbursements	\$1,169.25

Friedman, Friedman & Long, P.A.

766 N. Sun Drive
Suite 4030
Lake Mary, FL 32746

F.E.I.: 46-4480334

407-830-6331

PLEASE REFER TO INVOICE NUMBER
WHEN REMITTING

Utilities, Inc.
2335 Sanders Road
Northbrook, IL
60062 USA

October 1, 2014

Attention: John Stover

File #: 30057.214

Inv #: 969

RE: Sanlando Utilities
2013 Rate Case

Sep-01-14	MSF	Review Staff's Second Data Request and Mr. Flynn's comments and respond accordingly	0.20	70.00
Sep-03-14	MSF	Review Mr. Flynn and Mr. Seidman's comments and documents in response to Staff's Second Data Request	0.20	70.00
Sep-07-14	MSF	Review letter from attorney Belinky on behalf of Seminole County and letter to Mr. Hoy and others concerning same;	0.20	70.00
Sep-08-14	MSF	Research and draft responses to Staff's Second Data Requests;	1.40	490.00
Sep-09-14	MSF	Research and draft responses to Staff's First Data Request, including telephone conferences with Mr. Pitts, and with PSC attorney Young who telephoned; Review revised schedule and revise response	1.40	490.00
Sep-15-14	MSF	Correspondence and telephone conference with PSC attorney Young and Mr. Flynn	0.20	70.00
Sep-17-14	MSF	Review, research and respond to correspondence from Mr. Flynn concerning procedural matters;	0.20	70.00
Sep-19-14	MSF	Informal conference call with Staff and Seminole County representatives; Telephone Conference with Mr. Flynn; Review Agreements with Seminole County and letter to PSC attorney Crawford;	1.40	490.00

Sep-23-14	MSF	Review staff recommendation on interim rates and letter to Mr. Hoy and others concerning same	0.20	70.00
Sep-24-14	MSF	Revise deficiency response format and letter to Mr. Pitts concerning same;	0.20	70.00
Sep-25-14	MSF	Review and comment upon letter from attorney Bilenky for Seminole County	0.20	70.00
Sep-26-14	MSF	Review letter from attorney for Seminole County and correspondence with Mr. Flynn and others concerning same; Draft response; Review updated pro forma cost of Wekiva WWTP electrical work and letter to PSC Clerk concerning same;	0.60	210.00
Sep-29-14	MSF	Review Staff Recommendation on interim rates and draft Corporate Undertakings for UI and Sanlando; Letter to Mr. Hoy concerning same; Research and draft Customer Notice and interim rate Tariffs; Research and draft responses to Deficiency Letter and file same;	2.90	1,015.00
Sep-30-14	MSF	Review and comment to Ms. Thompson on her redraft of Tariffs and Customer Notice.	0.40	140.00
Totals			9.70	\$3,395.00
DISBURSEMENTS				
Photocopies			6.25	
Totals			\$6.25	
Total Fee & Disbursements				\$3,401.25

Friedman, Friedman & Long, P.A.

766 N. Sun Drive
Suite 4030
Lake Mary, FL 32746

F.E.I.: 46-4480334

407-830-6331

PLEASE REFER TO INVOICE NUMBER
WHEN REMITTING

Utilities, Inc.
2335 Sanders Road
Northbrook, IL
60062 USA

November 4, 2014

Attention: John Stover

File #: 30057.214

Inv #: 1152

RE: Sanlando Utilities
2013 Rate Case

Oct-01-14	MSF	Travel to Tallahassee for PSC Agenda (split with another client)	2.00	700.00
Oct-02-14	MSF	Prepare for and attend Public Service Commission agenda and report outcome to client and return to central Florida (split with another client); Review and respond to correspondence from Mr. Pitts regarding noticing;	2.80	980.00
Oct-03-14	MSF	Correspondence with Mr. Pitts and Mr. Hoy regarding implementation of interim rate increase; Finalize Customer Notice and revised Tariff Sheets and letter to Ms. Thompson at PSC; Draft Affidavit of Mailing and letter to Mr. Pitts; Draft Synopsis;	1.30	455.00
Oct-10-14	MSF	Telephone Conference with Ms. Daniel of the PSC who telephoned; Letter to Mr. Hoy and others; Draft waiver of 5 month deadline;	0.40	140.00
Oct-13-14	MSF	Review Official Filing date acknowledgment and letter to Mr. Hoy and others regarding subsequent requirements; Letter to Mr. Graves at PSC; Correspondence with Mr. Pitts and review Affidavit of Mailing and draft and file Notice of Filing;	0.80	280.00
Oct-16-14	MSF	Review OPC Issues and Concerns and letter to Mr. Hoy and others concerning same;	0.20	70.00

Oct-22-14	MSF	Review Interim Rate Order and letter to Mr. Pitts and others concerning same; Follow-up correspondence from Mr. Pitts	0.30	105.00
Oct-23-14	MSF	Review, research and respond to correspondence from Mr. Pitts regarding affiliate audit	0.10	35.00
Oct-25-14	MSF	Review CASR and finalize Synopsis and letter to Mr. Graves concerning same; Research and draft Combined Initial Customer Notice and Customer Meeting Notice and letter to Mr. Graves at the PSC concerning same;	1.10	385.00
Oct-31-14	MSF	Review PSC Staff comments to Synopsis and Combined Customer Notice; Draft letters to Mayor of Longwood, County Manager and Librarian; Draft Affidavit of mailing and letter to Mr. Hoy and others;	1.20	420.00
Totals			10.20	\$3,570.00

DISBURSEMENTS

Oct-16-14	Photocopies	27.25
	Travel Expense to PSC Agenda (Split with another client)	262.60
Totals		\$289.85
Total Fee & Disbursements		\$3,859.85

Friedman, Friedman & Long, P.A.

766 N. Sun Drive
Suite 4030
Lake Mary, FL 32746

F.E.I.: 46-4480334

407-830-6331

PLEASE REFER TO INVOICE NUMBER
WHEN REMITTING

Utilities, Inc.
2335 Sanders Road
Northbrook, IL
60062 USA

December 4, 2014

Attention: John Stover

File #: 30057.214

Inv #: 1252

RE: Sanlando Utilities
2013 Rate Case

Nov-06-14	MSF	Telephone Conference with Mr. Flynn who telephoned regarding pro-forma documentation; Telephone Conference with Mr. Graves of PSC Staff and letter to Clerk with documentation for pro-forma work; Telephone Conference with Mr. Hoy and Mr. Flynn who telephoned; Review Affiliate Audit report and letter to Mr. Pitts concerning same; Follow-up correspondence with Mr. Pitts;	1.20	420.00
Nov-07-14	MSF	Review approved interim rate Tariffs and letter to Mr. Pitts concerning same;	0.20	70.00
Nov-17-14	MSF	Review interim rate report and draft letter to PSC Clerk and file;	0.20	70.00
Nov-19-14	MSF	Correspondence with Mr. Hoy and others regarding confidential documents from affiliate audit; Telephone Conference with Mr Pitts and follow-up correspondence regarding organizational chart; Begin Draft of Request for Confidential Classification	0.60	210.00
Nov-21-14	MSF	Telephone Conference with Ms. Daniel and Ms. Thompson who telephoned regarding County bulk rate and letter to Mr. Flynn concerning same;	0.40	140.00
Totals			2.60	\$910.00

Work-in-Progress
To Dec/11/2014

Date	Entry#	Paid To/Fee/Time Explanation	Chg/Inv	Retainer	Disbursement	Fee/Time	Current A/R Bal.	Current Trust Bal.
Client: 5 Utilities, Inc.							910.00	
Matter: 30057.214 Sanlando Utilities 2013 Rate Case							0.00	
Dec/ 3/2014	14024	Expense Recovery	X0081		34.50			
	14024	Photocopies						
Dec/ 2/2014	14030	Lawyer: MSF 0.90 Hrs X 350.00 Finalize Request for Confidential Classification and Justification Matrix;				315.00		
Dec/ 3/2014	14005	Lawyer: MSF 0.90 Hrs X 350.00 Correspondence with Mr. Pitts regarding customer meeting notice; Telephone Conference with and letter to PSC attorney Young regarding customer meeting; Redraft Initial Customer Notice and Affidavit of Mailing and letter to Mr. Pitts concerning same;				315.00		
Dec/ 9/2014	14326	Lawyer: MSF 0.50 Hrs X 350.00 Review interim rate request and draft letter to PSC Clerk concerning same; Review Staff's Third Data Request, format response and letter to Mr. Roy and others concerning same;				175.00		
Dec/10/2014	14545	Lawyer: MSF 0.50 Hrs X 350.00 Review Affidavit and initial Customer Notice and draft Notice of Filing; Telephone Conference with Mr. Flynn who telephoned regarding new issues at plant site; Letter to Mr. Roy and Mr. Flynn regarding waiver				175.00		
Last Entry		Unbilled	Current	31-60 Days	61-90 Days	91-120 Days	>121 Days	Total
Dec/10/2014		Hours	2.80	0.00	0.00	0.00	0.00	2.80
Last Bid		+ Fees	980.00	0.00	0.00	0.00	0.00	980.00
Dec/ 4/2014		+ Disbs	34.50	0.00	0.00	0.00	0.00	34.50
		- Retainers	0.00	0.00	0.00	0.00	0.00	0.00
Total:			1014.50	0.00	0.00	0.00	0.00	1014.50

*** Work In Progress - Summary by Working Lawyer ***

	Unbilled	Current	31-60 Days	61-90 Days	91-120 Days	>120 Days	Total	Percent
MSF - Martin E. Friedman								
Number of Matters 1	Hours	2.80	0.00	0.00	0.00	0.00	2.80	100.00
	+ Fees	980.00	0.00	0.00	0.00	0.00	980.00	100.00
	+ Disbs	34.50	0.00	0.00	0.00	0.00	34.50	100.00
	- Retainers	0.00	0.00	0.00	0.00	0.00	0.00	
Total:		1014.50	0.00	0.00	0.00	0.00	1014.50	100.00

*** Work In Progress - Firm Summary ***

	Unbilled	Current	31-60 Days	61-90 Days	91-120 Days	>120 Days	Total
	Hours	2.80	0.00	0.00	0.00	0.00	2.80
	+ Fees	980.00	0.00	0.00	0.00	0.00	980.00
	+ Disbs	34.50	0.00	0.00	0.00	0.00	34.50
	- Retainers	0.00	0.00	0.00	0.00	0.00	0.00
Total:		1014.50	0.00	0.00	0.00	0.00	1014.50

REPORT SELECTIONS - Work-in-Progress

Layout Template: All
 Requested by: MSF
 Finished: Thursday, December 11, 2014 at 11:03:05 AM
 Date Range: To Dec/11/2014
 Matters: 30057.214
 Clients: All
 Select From: Active, Inactive, Archived Matters
 Major Clients: All
 Responsible Lawyer: All
 Client Intro Lawyer: All
 Matter Intro Lawyer: All
 Assigned Lawyer: All
 Working Lawyer: All
 Type of Law: All
 Matters Sort by: Deficit
 New Page for Each Lawyer: No
 New Page for Each Matter: No
 Client Balances only: No
 Summarize by Working Lawyer: Yes
 Summarize by Client Intr. Lawyer: No
 Incl. Non-billable Time Entries: Yes
 Show Unbilled Entries as of: 12/11/2014

Totals Only: No
 Matter balances only: No
 Incl. Time/Fee Entries: Yes
 Incl. Retainers Entries: Yes
 Incl. Matters with Neg Unbld Disb: No
 Ignore matter if Fees less than: 0.00
 Ignore matter if Disbs less than: 0.00
 Ignore matter if Chrgs less than: 0.00
 Incl. only Entries older than: 0
 Age From: 12/11/2014
 Summarize by Resp. Lawyer: No
 Summarize by Matter Intr. Lawyer: No
 Incl. Never Bill Time Entries: Yes
 Bill Frequency: All

13.0 SPL (13.0.20131028)

#33



American In-Line
 415 Timaquan Trail
 Edgewater, FL 32132

PHONE
 386/409-5446
 FAX 386/957-4919

Supplier 3004054
 PO# 141399
 Receipt 153976

INVOICE

Sanlando Utilities Corp.
 200 Weathersfield Ave.
 Altamonte Springs, FL. 32714

DATE	INVOICE #
10/31/2013	2013544

JOB NAME	TERMS	DUE DATE	PURCHASE ORDER	
Sanlando I & II	Net 30	11/30/2013		
DESCRIPTION	QTY	RATE	AMOUNT	
Light cleaned 25,694.9' of 8" sanitary sewer collection system from 1-October-2013 to 31-October-2013	25,694.9	0.75	19,271.18	
Video inspection of 25,694.9' of 8" sanitary sewer collection system from 2-October-2013 to 31-October-2013	25,694.9	0.75	19,271.18	
Dump fee - Minimum charge	1	150.00	150.00	
Thank you for your business.		Total	\$38,692.36	

INVOICES UNPAID AFTER 30 DAYS WILL BE SUBJECT TO A 1.5% LATE CHARGE. ANY SERIOUSLY DELINQUENT ACCOUNTS WILL BE TURNED OVER TO OUR COLLECTION AGENCY OR ATTORNEY. PLEASE NOTE: THE PARTY ORDERING THE MATERIALS AND SERVICES AGREES TO PAY ALL COSTS OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.



American In-Line
415 Timaquan Trail
Edgewater, FL 32132

PHONE 386/409-5446
FAX 386/957-4919

3004054 Batch 170502
PO# 141399
Recpt# 155739 Doc 568763

INVOICE

Sanlando Utilities Corp.
200 Weathersfield Ave.
Altamonte Springs, FL. 32714

DATE	INVOICE #
11/15/2013	2013600

JOB NAME	TERMS	DUE DATE	PURCHASE ORDER	
Sanlando I & II	Net 30	12/15/2013		
DESCRIPTION	QTY	RATE	AMOUNT	
Light cleaned 3,810.6' of 8" sanitary sewer collection system from 1-November-2013 to 30-November-2013	3,810.6	0.75	2,857.95	
Video inspection of 3,810.6' of 8" sanitary sewer collection system from 1-November-2013 to 30-November-2013	3,810.6	0.75	2,857.95	
		RECEIVED		
Thank you for your business.		Total	\$5,715.90	

INVOICES UNPAID AFTER 30 DAYS WILL BE SUBJECT TO A 1.5% LATE CHARGE. ANY SERIOUSLY DELINQUENT ACCOUNTS WILL BE TURNED OVER TO OUR COLLECTION AGENCY OR ATTORNEY. PLEASE NOTE: THE PARTY ORDERING THE MATERIALS AND SERVICES AGREES TO PAY ALL COSTS OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.

RECEIVED
DEC 03 2013



American In-Line
 415 Timaquan Trail
 Edgewater, FL 32132

PHONE
 386/409-5446
 FAX 386/957-4919

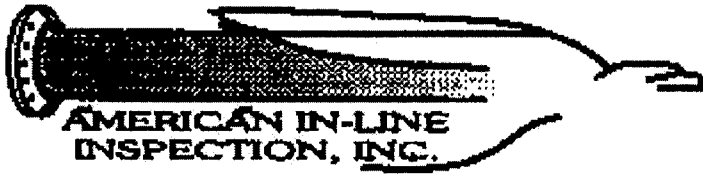
INVOICE

Sanlando Utilities Corp.
 200 Weathersfield Ave.
 Altamonte Springs, FL. 32714

DATE	INVOICE #
12/31/2013	2013651

JOB NAME	TERMS	DUE DATE	PURCHASE ORDER	
Sanlando I & II	Net 30	1/30/2014		
DESCRIPTION	QTY	RATE	AMOUNT	
Light cleaned 15,564.8' of 8" sanitary sewer collection system from 1-December-2013 to 31-December-2013	15,564.8	0.75	11,673.60	
Video inspection of 15,564.8' of 8" sanitary sewer collection system from 1-December-2013 to 31-December-2013	15,564.8	0.75	11,673.60	
Went 70.3' over contract Amount	70.3	-0.75	-52.73	
Went 70.3' over contract amount	70.3	-0.75	-52.73	
Thank you for your business.		Total	\$23,241.74	

INVOICES UNPAID AFTER 30 DAYS WILL BE SUBJECT TO A 1.5% LATE CHARGE. ANY SERIOUSLY DELINQUENT ACCOUNTS WILL BE TURNED OVER TO OUR COLLECTION AGENCY OR ATTORNEY. PLEASE NOTE: THE PARTY ORDERING THE MATERIALS AND SERVICES AGREES TO PAY ALL COSTS OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.



American In-Line
415 Timaquan Trail
Edgewater, FL 32132

PHONE
386/409-5446
FAX 386/957-4919

INVOICE

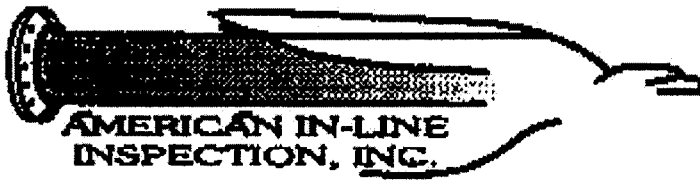
RECEIVED
JAN 17 2014
BY: _____

Sanlando Utilities Corp.
200 Weathersfield Ave.
Altamonte Springs, FL. 32714

DATE	INVOICE #
1/16/2014	2014121

JOB NAME	TERMS	DUE DATE	PURCHASE ORDER	
Sanlando I & II	Net 30	2/15/2014		
DESCRIPTION	QTY	RATE	AMOUNT	
Light cleaned 3,323.8' of 8" sanitary sewer collection system from 1-January-2014 to 10-January-2014	3,323.8	0.75	2,492.85	
Video inspection of 3,323.8' of 8" sanitary sewer collection system from 1-January-2014 to 10-January-2014	3,323.8	0.75	2,492.85	
<p>3004054 PO# 141399 Recpt. 158783</p>				
Thank you for your business.		Total	\$4,985.70	

INVOICES UNPAID AFTER 30 DAYS WILL BE SUBJECT TO A 1.5% LATE CHARGE. ANY SERIOUSLY DELINQUENT ACCOUNTS WILL BE TURNED OVER TO OUR COLLECTION AGENCY OR ATTORNEY. PLEASE NOTE: THE PARTY ORDERING THE MATERIALS AND SERVICES AGREES TO PAY ALL COSTS OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.



American In-Line
 415 Timaquan Trail
 Edgewater, FL 32132

PHONE
 386/409-5446
 FAX 386/957-4919

INVOICE

Sanlando Utilities Corp.
 200 Weathersfield Ave.
 Altamonte Springs, FL. 32714

RECEIVED
 FEB 28 2014

PO# 141399
 Receipt 161651
 Supplier 3004054

DATE	INVOICE #
2/26/2014	2014186

JOB NAME	TERMS	DUE DATE	PURCHASE ORDER	
Sanlando I & II	Net 30	3/28/2014		
DESCRIPTION	QTY	RATE	AMOUNT	
Light cleaned 440.5' of 8" sanitary sewer collection system from 20-February-2014	440.5	0.75	330.38	
Video inspection of 440.5' of 8" sanitary sewer collection system from 20-february-2014	440.5	0.75	330.38	
Video inspection of 579.6' of 8" sanitary sewer collection system on 21-February-2014	579.6	0.75	434.70	
Thank you for your business.		Total	\$1,095.46	

INVOICES UNPAID AFTER 30 DAYS WILL BE SUBJECT TO A 1.5% LATE CHARGE. ANY SERIOUSLY DELINQUENT ACCOUNTS WILL BE TURNED OVER TO OUR COLLECTION AGENCY OR ATTORNEY. PLEASE NOTE: THE PARTY ORDERING THE MATERIALS AND SERVICES AGREES TO PAY ALL COSTS OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.